

# Pinellas County Sheriff's Office

*"Leading The Way For A Safer Pinellas"*



## CRISIS RESPONSE CLINICAL SUPERVISOR

<b>JOB CODE: 62110</b>	<b>PAY GRADE: 24</b>	<b>PAY RANGE: \$67,524 - \$108,038</b>
------------------------	----------------------	--

### GENERAL DESCRIPTION

Under the general direction of the section lieutenant, this position provides supervision, direction, oversight of care management, and management of the crisis response specialists. This position ensures staff makes appropriate, necessary, and accurate referrals for social work services, case management, and case follow up for potential crisis individuals of Pinellas County. Objectives are to work collaboratively with law enforcement and provide clinical guidance to crisis response specialists. Job duties are based on assignment. Work is reviewed through observation and results obtained.

**Provides 24-hour on-call services as assigned.**

**SUPERVISES OTHERS:** Yes

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Responsible for their subordinate employee's welfare and care, individual training in the conduct of their duties and mentoring
- Reviews subordinates work performance, conducts open and honest performance counseling, appraisals and evaluated conditions of performance, initiates corrective action and/or disciplinary action as necessary
- Ensures subordinates meet agency standard in personal appearance, maintains and accounts for materials and agency equipment as prescribed by Sheriff's Office policy, special or General Orders and Standard Operating Procedures (SOPs)
- Staffs new cases and provides care management oversight, team supervision, and clinical oversight
- Oversees and tracks critical data elements involved with reports
- Ensures staff makes appropriate, necessary, and accurate referrals for social work services, case management, and case follow up and completes discharge planning
- Completes case file audits to ensure appropriate and timely referrals to community service providers in accordance with established case plans
- Oversees provision of care management services, including planning, linking, monitoring, and advocacy
- Works collaboratively with the Mental Health Unit sergeant, corporal, and deputies and Patrol chain of command to coordinate mental health treatment for individuals in crisis



- Participates in quality improvement activities by conducting chart reviews, audits of mental health documentation, and supplies statistics and related reports
- Provides clinical guidance to Mental Health Unit for compliance with Health Insurance Portability and Accountability Act (HIPAA) and Protected Health Information (PHI) guidelines, laws and guidelines, and up to date treatment practices
- Provides clinical guidance and education to law enforcement on the initiation of Involuntary Examination (BA-52)
- Responds to in-progress calls with law enforcement deputies in order to determine level of care required for individuals in crisis, as needed
- Establishes and maintains collaborative community partnerships, in an effort to coordinate access to care, with community providers, mental health agencies, health department, and task forces related to mental health, substance use, domestic violence, veterans, homeless outreach, and vulnerable adult populations
- Serves as Subject Matter Expert (SME) for Electronic Medical Records (EMR) system in order to assist in implementation and training of EMR, which is used to maintain all case file management
- Regular and reliable attendance is required as an essential function of the position
- This position may be considered essential and, in the event of an emergency or natural disaster, may be required to report to work
- Participates in Sheriff's Office recruitment and community relations activities as directed
- This list is not intended to be all-inclusive and you may not be responsible for every item listed. The employer reserves the right to assign additional functions and responsibilities as necessary

## QUALIFICATIONS

- Graduation from an accredited college or university with a Master's Degree in Social Work
- Four (4) years' experience in case management, counseling, social work, or substance abuse treatment
- Two (2) years' supervisory experience
- Or equivalent combination of education and experience
- Mental Health Counselor License (LMHC) or Clinical Social Worker License (LCSW)
- Must possess a valid Florida driver's license
- Maintain appropriate, unrestricted credentials according to the licensure, certification, and registration requirements of the jurisdiction



## KNOWLEDGE, SKILLS, AND ABILITIES

- Adheres to professionally recognized ethical standards of care
- Ability to utilize computer and commonly used computer programs proficiently
- Knowledge of precise, accurate, efficient, and coherent clinical writing skills
- Knowledge of social work theory and practice
- Knowledge of criminogenic risk factors and needs
- Knowledge of varied individual and group counseling theories and techniques
- Knowledge of human behavior processes
- Knowledge of social service, mental health, substance abuse, educational, vocational, and rehabilitative programs available in the county and state
- Skill in public speaking
- Ability to render social work and counseling services professionally and effectively with individuals
- Ability to establish rapport with individuals and to function without bias
- Ability to provide continuous crisis intervention service with equanimity
- Ability to prepare reports, case notes, and correspondence in a timely, clear and concise manner
- Time management, interpersonal, problem solving, and verbal and written communication skills
- Ability to communicate and work with other services agencies in the community
- Knowledge of individual, group, family, and crisis treatment approaches and their application to individuals with emotional, behavioral and/or substance use disorder problems
- Ability to adapt to change in the workplace and use change as an opportunity for innovation and creativity
- Ability to perform all functions of the job classification without posing a direct threat to the health or safety of other individuals in the workplace



## PHYSICAL ABILITIES

The physical abilities listed below are estimates of time spent during a typical work day to perform essential functions and responsibilities. Members in this position may be required to:

- Sit up to 4 hours per day
- Stand up to 3 hours per day
- Walk up to 3 hours per day
- Continuously lift up to 10 lbs.
- Occasionally lift up to 50 lbs.
- Frequently squat
- Occasionally bend, climb, reach, kneel and twist