

# Pinellas County Sheriff's Office

*"Leading The Way For A Safer Pinellas"*



## SENIOR CRISIS RESPONSE SPECIALIST

**JOB CODE: 62020**

**PAY GRADE: 18**

**PAY RANGE: \$51,559 - \$82,495**

### GENERAL DESCRIPTION

Under the general supervision and direction of the Crisis Response Clinical Supervisor, in addition to the duties of the Crisis Response Specialist, this position assists the Crisis Response Clinical Supervisor with daily tasks in the Mental Health Unit (MHU) including administrative responsibilities with the main focus of oversight of care management, and assists with the management of the Crisis Response Specialists cases. 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: NO**

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- In addition to essential functions and responsibilities of the Crisis Response Specialist, responsible for their subordinate employee's welfare and care, individual training in the conduct of their duties and mentoring.
- Participate in daily reviews of the supervisor queue in the assigned EMR.
- Staffs new cases and provides care management oversight, team supervision, and clinical oversight;
- Assists the Crisis Response Clinical Supervisor with overseeing and tracking 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 daily reviews of the supervisor queue in the assigned EMR.
- Participates in quality improvement activities by conducting chart reviews, audits of mental health documentation, and supplies statistics and related reports;
- Oversees provision of care management services, including planning, linking, monitoring, and advocacy;

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- Works collaboratively with the Mental Health Unit sergeant, corporal, clinical supervisor, and deputies and Patrol chain of command to coordinate mental health treatment for individuals in crisis.
- 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;
- Participates in Sheriff's Office recruitment and community relations activities as directed.

This position may be considered essential and in the event of an emergency or natural disaster, may be required to work.

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**

- A combination of case management, counseling, social work, or substance abuse treatment experience.
- Mental Health Counselor License (LMHC) or Clinical Social Worker License (LCSW) is preferred but not required or equivalent combination of education and experience.
- At least six months' prior experience in the role as a Crisis Response Specialist.
- Must possess a valid Florida driver's license.

## **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

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- Ability to prepare reports, case notes, and correspondence in a timely, clear and concise manner
- Time management, inter-personal, 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 3 hours per day
- Walk up to 3 hours per day
- Drive up to 1 hour per day
- Continuously lift up to 10 lbs.
- Lift up to 50 lbs.
- Frequently squat
- Occasionally bend, climb, reach, kneel, or twist