



City of Tempe

CRISIS INTERVENTION SPECIALIST

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	227	<i>Department:</i>	Human Services
<i>Supervision Level:</i>	Non-Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Crisis Intervention Specialist
<i>Safety Sensitive / Drug Screen:</i>	Yes	<i>Physical:</i>	Yes
Click here for more job classification information including current salary range.			

REPORTING RELATIONSHIPS
Receives direction from the Human Services Manager and other supervisory staff. May exercise functional and technical supervision over less experienced staff, master-level interns, and volunteers.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	One (1) year of crisis intervention experience. Bilingual (Spanish / English) skills are preferred.
<i>Education:</i>	Equivalent to a bachelor’s degree from an accredited college or university with major coursework in social work, counseling, psychology, criminal justice, or a degree related to the core functions of this position. Master of Social Work (MSW) degree is preferred.
<i>License / Certification:</i>	<ul style="list-style-type: none"> ● Possession of a valid driver’s license. ● Licensed Master Social Worker (LMSW) is preferred. <p><u>When assigned to the Mental Health Response Unit:</u></p> <ul style="list-style-type: none"> ● Possession of a Certified Clinical Trauma Professional (CCTP) certification or Certified Trauma Professional (CTP) is preferred.

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.
To provide crisis intervention and advocacy services to individuals and families as requested by Tempe Police, Tempe Fire Medical Rescue, other city departments, community agencies, and community members.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice

- Provide mobile crisis intervention service for CARE 7. Respond to crisis calls from Police and Fire. Assess client needs and facilitate fulfilling these needs. Provide client with supportive services and resource connection.
- Document calls for service and client follow-up. Refers clients to local resources related to all call types.
- Provide follow-up as needed to clients in the community. Coordinate follow-up services with other work groups and City departments, as needed.
- Maintain assigned mobile crisis unit equipment, including supplies needed for an on-scene response.
- Monitor and guide volunteers and/or student interns with job performance and written material. Co-facilitate training of new volunteers and/or interns.
- Assist in the evaluation of operations of the programs administered, recommend improvements, assist in implementing changes and objectives, participate in other task forces as required, and attend professional training.
- Perform related duties as assigned.

When assigned to the Mental Health Response Unit:

- Provide the primary response for calls for service involving mental health concerns.
- Develop an appropriate intervention; analyze, evaluate, and adjust treatment plan to meet the needs of the client.
- Conduct assessments including psychosocial histories and analysis of presenting and underlying issues to determine client needs and appropriate treatment plan and options.
- Assess immediate mental health needs to ensure the safety of the client, connecting to voluntary or involuntary treatment options when deemed appropriate; file mental health petitions and participate in the process to establish court-ordered treatment.
- Work with Tempe Police units and squads that focus on mental health needs, including the Threat Mitigation Unit (TMU) and officers dispatched to serve mental health pick-up orders.
- Work with the City of Tempe Homeless Outreach (HOPE) Team to stabilize individuals experiencing homelessness and connect to long-term supports, including housing.
- Provide follow-up services with other work groups and community partners, as needed to further treatment plans and client goals.
- Assist the CARE 7 Mobile Crisis Unit as needed to maintain constant staffing.

When assigned to the Victim Services Mobile Crisis Unit:

- Provide the primary response for calls for service involving victims of crime.
- Assist the CARE 7 Mobile Crisis Unit as needed to maintain constant staffing.

COMPETENCIES		
CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY
<p><i>Effective August 2001</i> <i>Revised September 2006</i> <i>Revised December 2020 (update min quals and job duties)</i> <i>Revised August 2021 (update minimum qualifications, licensure and job duties)</i> <i>Revised January 2021 (update license / certification)</i> <i>Revised February 2023 (update min qualifications)</i></p>

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Job Title: Crisis Intervention Specialist

Job Code: 227

VEHICLE OPERATION	YES	NO
Will this position drive a City vehicle?	X	
Will this vehicle require a Commercial Drivers License?		X

	Never 0% of time	Occas. 1-35% of time	Freq. 36-65% of time	Contin. 66-100% of time
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WORK WITH OR EXPOSURE TO THE FOLLOWING				
Machinery*	X			
Electrical*	X			
Power Tools*	X			
Hand Tools*	X			
Personal Protective Equipment*		X		
Computer Software			X	
Fumes		X		
Chemicals		X		

ENVIRONMENT				
Indoors			X	
Outdoors			X	
Working in or around water	X			
Extreme Heat			X	
Extreme Cold		X		
Office Setting			X	
Confined Spaces		X		
Excessive Noise**	X			
Heights	X			
Sewage Exposure	X			
Bodily Fluid Exposure		X		

ENDURANCE				
Sit			X	
Stationary / Stand			X	
Traverse / Move			X	

VISION REQUIREMENTS	YES	NO
Close (clear vision at 20 inches or less)		X
Distance (clear vision at 20 feet or more)		X
Color (ability to identify and distinguish colors)		X
Depth Perception (three-dimensional vision, ability to judge distances and spatial relationships)		X
Peripheral (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)		X
Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)		X
No Special Vision Requirements		X

Maximum LIFT / CARRY	Lift	Carry
5-25lbs		
26-50lbs	X	X
51-75lbs		
76-100lbs		

Maximum PUSH / PULL	Push	Pull
5-25lbs		
26-50lbs	X	X
51-75lbs		
76-100lbs		

MOVEMENT	YES	NO
Bend / Stoop / Twist	X	
Crouch / Squat	X	
Kneel / Crawl		X
Above Shoulder Level	X	
Below Shoulder Level	X	
Repetitive Arm Use		X
Repetitive Wrist Use		X
Repetitive Hand Use		X
Neck Range of Motion	X	
Climb Stairs / Ladders	X	
Traverse Uneven Surface	X	
Traverse Even Surface	X	

ADDITIONAL CONSIDERATIONS:
- May require working extended hours.
- May work alone for extended periods of time.
- Other mental attributes essential to this classification.

*DEFINITIONS/EXAMPLES
Machinery: bucket truck, riding mowers, backhoe etc.
Electrical: wiring, outlets, fuses etc.
Power Tools: push mowers, jackhammers, drills, chainsaw etc.
Hand Tools: hammers, wrenches, shovels, wheel barrels, saws etc.
Personal Protective Equipment: respirators, Tyvek coveralls, hard hats, fall protection harness etc.

**** Hearing test is required**