



AN EQUAL OPPORTUNITY / REASONABLE ACCOMMODATION EMPLOYER

# Behavioral Health Responder Tier 2 UN

Class Code:

Bargaining Unit: No Union

CITY OF ALBUQUERQUE

Established Date:

Revision Date:

## **FLSA:**

Exempt

## **POSITION SUMMARY:**

**Respond in person or by phone to requests for assistance with individuals experiencing issues with mental and behavioral health, inebriation, homelessness, addiction, chronic mental illness as well as other issues that do not require police or EMT response.**

**This is a safety sensitive position subject to random drug/alcohol testing.**

**This is an unclassified at-will position**

*Job descriptions are intended to present a general list of tasks/duties performed by employees within this job classification. Job Descriptions are not intended to reflect all duties performed within the job.*

## **SUPERVISION RECEIVED AND EXERCISED:**

Receive direction from higher level staff.

## **ESSENTIAL AND SUPPLEMENTAL FUNCTIONS:**

### **ESSENTIAL FUNCTIONS: (Essential functions may include, but are not limited to the functions listed below)**

1. Respond in person or by phone to 911 requests for assistance with individuals experiencing issues with mental and behavioral health, inebriation, homelessness, addiction, chronic mental illness as well as other issues that do not require police or EMT response.
2. Assess safety, determine services needed, and make appropriate referrals, giving consideration to client preferences.
3. Provide short term, solution focused intervention.
4. Develop or participate in the development of safety plans or crisis management plans to assist individuals in maintaining personal safety and the safety of those around them.
5. Provide case management assessment and follow-up.
6. Coordinate with City staff and service providers to help connect the community with a continuum of care.
7. Attend community meetings as assigned.
8. Stay up-to-date with new trends, culturally relevant models and innovations within the assigned area of responsibility.
9. Dissemination of information about city resources and assistance.
10. Respond to requests for assistance from individuals, schools and social service agencies; refer and occasionally provide transportation to local treatment providers and other appropriate locations.
11. Provide supportive guidance to other department staff members and communicate effectively with all those encountered in the course of work.
12. Demonstrate culturally sensitive care to individuals and families and preserves strict confidentiality of information.
13. Prepare written reports, maintain client records and statistical data.
14. Operate city vehicles and radio equipment when responding to on-scene situations.
15. Evaluate a wide range of crisis issues and supply appropriate information and referral services and employ appropriate intervention techniques to resolve/mitigate crisis situations.
16. Provide crisis support and connection to sexual assault services for victims of sexual assault, molestation and other related crimes.
17. Ensure department visibility with key stakeholders in community.
18. Promote the department within the community through participation in meetings with community partners, health fairs and community events.
19. Educate community about department's role
20. May respond to emergency situations in an on-call capacity

21. Communicate clearly and effectively with individuals in crises situations, community groups and general public.

**SUPPLEMENTAL FUNCTIONS:**

1. Perform related duties and other assignments as needed
2. Successful completion of annual trainings (mental health first aid, CEU, and CPR first aid)

**MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:**

**Education and experience directly related to the minimum requirements below may be interchangeable on a year for year basis.**

Master's degree from an accredited university or college; **and**

**Four (4) years** experience in social services or health related field.

Possession of any of the following licenses or certifications preferred: Licensed Masters of Social Work (LMSW), Licensed Clinical Social Worker (LCSW), Licensed Independent Social Worker (LISW), Licensed Professional Clinical Counselor (LPCC), Licensed Marriage and Family Therapist (LMFT), Certified Nurse Practitioner (CNP), Clinical Nurse Specialist (CNS)

**ADDITIONAL REQUIREMENTS:**

Possession of a valid New Mexico Driver's License, or the ability to obtain by date of hire.

Possession of a City Operator's Permit (COP) within six (6) months from date of hire.

Work flexible hours, including evenings and weekends as required.

Bilingual (Spanish/English) preferred.

**PREFERRED KNOWLEDGE:**

- Crisis Intervention techniques
- Linkages and referrals to social services
- Navigation of criminal justice system
- Motivational Interviewing
- Knowledge and skills in computer, word, excel, etc. Use spreadsheets and databases
- Knowledge of local resources and service providers
- New Mexico mental health laws
- Pertinent Federal, State, and local laws, codes and regulations

## **PREFERRED SKILLS AND ABILITY:**

- Work collaboratively with others
- Work effectively during crisis situations under extremely stressful conditions
- Prepare clear and concise reports
- Maintain confidentiality of client reports
- Communicate clearly and concisely
- Manage time effectively to meet deadlines for multiple priorities
- Work independently displaying good judgment and problem-solving skills
- Establish and maintain effective working relationships with those contacted in the course of work
- Perform the essential functions of the job with or without reasonable accommodation
- Research, analyze, and evaluate new service delivery methods and techniques