



City of Tempe

CRISIS INTERVENTION SPECIALIST

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	227	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Human Services	<i>Salary / Hourly Minimum:</i>	\$53,067
<i>Supervision Level:</i>	Non-Supervisor	<i>Salary / Hourly Maximum:</i>	\$71,640
<i>Employee Group:</i>	NSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Crisis Intervention Specialist
<i>Drug Screen / Physical:</i>	Y	N	<i>EEO4 Group:</i> Professionals

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS

Receives direction from the Social Services Coordinator.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Two years of counseling or crisis intervention experience. Bilingual (Spanish / English) skills are desirable.
<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.
<i>License / Certification:</i>	None

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, Fire, and Social Services departments.

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.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- 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 victim advocacy (court accompaniment, act as liaison for victim(s) with court/police personnel, locate resources for victims).
- Send e-mail follow up information/thank you notes related to calls to Police and Fire personnel.
- Coordinate follow-up services with school counselors, administrators, and teachers as needed. Familiarity with various community resources and services.
- Maintain Mobile Crisis van (check fluids, tires, wash van regularly, clean inside of van daily.) Maintain supplies (diapers, snacks, water, stuffed animals, etc.) and resources (brochures, first aid, paperwork, infection control, etc.) in van.
- Periodically review, update, and order CARE 7 office with brochures, resources, etc. Track calls in various daily, weekly, and/or monthly reports. Responsible for minutes at scheduled CARE 7 administrative meetings.
- Monitor and guide volunteers and student interns with job performance and written material. Co-facilitate training of new volunteers and interns.
- Conduct event planning with regard to volunteer recognition. Co-facilitate and plan monthly volunteer meetings.
- Perform operation, paperwork, and procedure for Satellite Orders of Protection program. Proficient in data entry with reports in Firehouse software program.
- Provide call follow-up as needed to clients in the community.
- Share holiday and weekend mobile unit duties.
- Report any concerns directly to supervisor.
- Perform other duties such as assisting in the evaluation of operations of the programs administered, recommending improvements, assisting in implementing changes and objectives, participating in other task forces as required, and attending professional training.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Pending

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
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></p>