



Code: 3530

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Social Service

CLASS TITLE: MENTAL HEALTH CRISIS CLINICIAN

CHARACTERISTICS OF THE CLASS

Under general supervision, the class works on cross-agency Alternate Response Teams that may consist of Community Paramedics from the Chicago Fire Department (CFD), Crisis Intervention Team (CIT) Police Officers from the Chicago Police Department (CPD), and other behavioral health or social service professionals to respond to 911 calls for service that include a behavioral health component. These Alternate Response Teams support an overall effort to deliver specialized and compassionate services tailored to meet the needs of people with: mental health conditions, substance use disorders, co-occurring disorders, and unmet social needs (homelessness) who interface with the City's emergency response system; and performs related duties as required.

ESSENTIAL DUTIES

- Respond, in collaboration with other team members, to 911 calls with an identified behavioral health component and provide crisis assessment, crisis intervention, de-escalation, safety planning, referrals, and linkage to care services for residents.
- Provide case management services to patients as needed or assigned as part of response to behavioral health related 911 calls. This may include telehealth or telephonic follow-up with the patient subsequent to the crisis event to ensure linkage to appropriate community supports.
- Develop and implement crisis related safety plans; work with patients, families, and other members of the Alternate Response Team to determine if the patient requires a higher level of care requiring transport to a hospital or alternate transport destination.
- Provide psychological consultation while responding to behavioral health-related calls.
- Conduct proactive outreach to individuals experiencing homelessness, serious mental illness, substance use disorders, and co-occurring disorders who may have unaddressed behavioral health or social service needs.
- Deliver services that are compassionate, trauma-informed, and attentive to the particular needs and values of each patient.
- Maintain accurate and timely clinical medical records consistent with CDPH and City of Chicago standards.
- Participate in team/department meetings, in-services, and supervisory sessions as required.
- Perform all duties as assigned in accordance with agency policies and procedures.

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Master's or Doctoral degree in Social Work, Counseling, Psychology or similar field, PLUS two years of experience in delivering direct clinical services in any of the following areas:
 - Working with patients living with serious and persistent mental illness.
 - Working on an Assertive Community Treatment (ACT) or Community Support Team (CST).

- Working on a mobile crisis, alternate response, or co-responder team.
- Working in a psychiatric stabilization setting such as a psychiatric emergency room or crisis stabilization unit.
- Working with patients experiencing co-occurring mental health and substance use disorders.
- Working in an inpatient psychiatric hospital setting.

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required within three (3) months of employment
- Current license as a licensed Clinical Social Worker (LCSW), licensed clinical professional counselor (LCPC), licensed marriage and family therapist (LMFT), Doctor of Psychology (Ph. D, Psy. D) in the State of Illinois. If you hold a terminal clinical license in another state, this meets the requirement, but you must demonstrate the ability to establish the clinical license in the state of Illinois within 6 months of hire.

WORKING CONDITIONS

- Operates out of a vehicle when out in the field
- General office environment
- Exposure to outdoor environment
- Ability to work flexible and on-call hours may be required. Hours can change depending on program needs
- Must be comfortable responding to calls in communities across the city

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

- Ability to walk and stand for extended periods of time
- Ability to run, bend, kneel, crouch and move one's hands/arms to grasp or manipulate objects

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- learning and implementing trauma-informed principles and practices.
- methods of psychotherapy and counseling.
- linkage to community resources.
- motivational interviewing and engagement techniques to build rapport with patients, clarify patient values/goals, and explore patient readiness for change.
- understanding of privacy rules and laws, mandatory reporting, and legal responsibilities to patients and the community and other related laws, rules, and regulations including HIPPA.

- understanding of cultural differences, especially as they relate to race, ethnicity, gender, gender identity, sexual orientation, socio-economic status, religious identity, and their various intersections.

Some knowledge of:

- DSM-V and diagnostic techniques, and corresponding interventions
- Applicable federal, state, and local laws, regulations, and guidelines
- Mental health care principles, practices, and procedures
- Individual, family and group psychotherapy and counseling

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- LEARNING STRATEGIES - Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *NEGOTIATION - Bring others together and trying to reconcile differences
- *PERSUASION - Persuade others to change their minds or behavior
- *SERVICE ORIENTATION - Actively look for ways to help people
- SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS – Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

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- **MAKE SENSE OF INFORMATION** - Quickly make sense of, combine, and organize information into meaningful patterns
 - **ORGANIZE INFORMATION** - Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
 - **REACH CONCLUSIONS** - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
March, 2021