



Code: 3505

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Social Service

CLASS TITLE: ASSOCIATE MENTAL HEALTH CRISIS CLINICIAN

CHARACTERISTICS OF THE CLASS

Under supervision, performs entry-level professional clinical and therapeutic support services as a dedicated team member on the Crisis Assistance Response and Engagement (CARE) team. These Alternate Response Teams support an overall effort to deliver specialized 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.

This class title is the first level in the Mental Health Crisis Clinician series. This class is distinguished from the Mental Health Crisis Clinician series by the constrained level of discretion applied to task assignments, restricted latitude in determining work methodologies, and limited decision-making authority necessary for completing assignments.

ESSENTIAL DUTIES

- Responds in collaboration with other alternate response team members to 911 calls with an identified behavioral health component
- Provides immediate and short-term crisis assessments, crisis intervention, de-escalation techniques, safety planning, referrals, and linkages to persons experiencing a mental health crisis
- Consults with Mental Health Crisis Clinicians or other licensed clinician staff to discuss crisis intervention assessments and techniques
- Prepares and maintains detailed and confidential documentation including progress notes and outcomes of incidences for crisis interventions consistent with department and City of Chicago standards
- Collaborates with and assists team members to coordinate proper follow-up case management regarding the incidents
- Follows up with clients to ensure appropriate linkages for support services are provided
- Delivers services that are compassionate, trauma-informed, and attentive to the particular needs and value of each patient
- Connects individuals with necessary resources to support their recovery and well-being
- Participates in team/department meetings, in-services, and case coordination sessions
- May coordinate with police communication staff providing support to calls received of those experiencing behavioral health emergencies

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 Doctorate degree in Social Work, Counseling, Psychology, or a directly related field.

Licensure, Certification, or Other Qualifications

- A valid Illinois Driver's License is required at time of hire.
- Current license as a licensed professional counselor (LPC) and licensed social worker (LSW). 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 on-call hours may be required; Hours can change depending on program needs
- Must be comfortable responding to call in communities across the city

EQUIPMENT

- Standard office equipment
- Computers and peripheral equipment (e.g., personal computers, computer terminals, hand-held devices/computer)

PHYSICAL REQUIREMENTS

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

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER REQUIREMENTS**Knowledge**

Some knowledge of:

- learning and implementing trauma-informed principles and practices
- mental healthcare principles, practices, and procedures
- methods of psychotherapy and counseling
- linkage to community resources
- principles, methods, and procedures for diagnosis, treatment, and rehabilitation of mental dysfunctions
- 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

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

Skills

- *ACTIVE LISTENING — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- *SOCIAL PERCEPTIVENESS — Being aware of others' reactions and understanding why they react as they do
- *SERVICE ORIENTATION — Actively looking for ways to help people
- *COORDINATION — Adjusting actions in relation to others' actions
- *CRITICAL THINKING — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *WRITING — Communicating effectively in writing as appropriate for the needs of the audience
- *PERSUASION — Persuading others to change their minds or behavior
- *ACTIVE LEARNING — Understanding the implications of new information for both current and future problem-solving and decision-making
- *COMPLEX PROBLEM SOLVING — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions
- *JUDGMENT AND DECISION MAKING — Considering the relative costs and benefits of potential actions to choose the most appropriate one
- *NEGOTIATION — Bringing others together and trying to reconcile differences

Abilities

- COMPREHEND ORAL INFORMATION – Listen to and understand information and ideas presented through spoken words and sentences
 - WRITTEN COMPREHENSION - The ability to communicate information and ideas in writing so others will understand
 - SPEECH CLARITY - The ability to speak clearly so others can understand you
 - PROBLEM SENSITIVITY - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem
 - MAKE SENSE OF INFORMATION - The ability to apply general rules to specific problems to produce answers that make sense
 - ORGANIZE INFORMATION - The ability to 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 - The ability to 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
January, 2024