



**Code: 3531**  
Family: Health and Human Services  
Service: Health and Welfare  
Group: Medical and Social Service  
Series: Social Service

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## **CLASS TITLE: SENIOR DIRECTOR OF CRISIS SERVICES**

### **CHARACTERISTICS OF THE CLASS**

Under direction, in a managerial nature, functions as the director of Chicago Department of Public Health (CDPH) crisis response services including supervision of CDPH Mental Health Crisis Clinicians and overseeing administrative operations of all CDPH Crisis response programs; and performs related duties as required.

### **ESSENTIAL DUTIES**

- Supervises a team of CDPH Mental Health Crisis Clinicians who will respond to 911 calls for service with a behavioral health component
- Directly participates on Alternate Response Teams, in order to maintain an understanding of the day-to-day work of the Mental Health Crisis Clinicians and to shadow clinicians to support ongoing training and professional development of the staff
- Develops and oversees implementation of protocols and trainings that support the work of the CDPH Mental Health Crisis Clinicians and the other professionals with whom they respond to 911 calls for service
- Works in partnership with a third-party evaluator to develop and implement evaluation plans related to the City's various crisis response initiatives
- Develops a care coordination strategy for patients who interface with the City's crisis response systems
- Partners with relevant leadership from CDPH, CFD (Chicago Fire Department), CPD (Chicago Police Department), OEMC (Office of Emergency Management & Communication), and Mayor's Office to develop and evaluate in an ongoing manner the City's protocols for behavioral health crisis transport
- Leads the implementation of administrative policies, programs, and activities in the Alternate Response Program
- Partners with CDPH and OEMC leadership to develop, implement, and evaluate a plan to embed mental health professionals into the City's 911 Call Center
- Conducts informational and community engagement sessions for relevant City stakeholders, external stakeholders, and the broader Chicago public about the Alternate Response Program and other City crisis response initiatives
- Facilitates and participates in team/department meetings, trainings, and supervisory sessions as required for program staff
- Maintains a trauma-informed environment that supports the wellbeing of staff
- Performs 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 Psychology, Counseling, Social Work or directly related field, PLUS five (5) years of experience managing a team of behavioral health clinicians; of which two (2) years includes direct clinical service delivery 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 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

Other knowledge as required for successful performance in the Mental Health Crisis Clinician class

### **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
- MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- \*INSTRUCTING - Teach others how to do something
- \*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

Other skills as required for successful performance in the Mental Health Crisis Clinician class

**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
- 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)

Other abilities as required for successful performance in the Mental Health Crisis Clinician class

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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.

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City of Chicago  
Department of Human Resources  
March, 2021