



Code: 3538
Family: Health and Human Services
Service: Health and Welfare
Group: Medical and Social Service
Series: Social Service

CLASS TITLE: DIRECTOR OF CRISIS SERVICES

CHARACTERISTICS OF THE CLASS

Under direction of the Senior Director of Crisis Services, the class functions as a working supervisor assisting in the supervision of the crisis assistance and response division and responding to 911 calls for service with a behavioral health component; and performs related duties as required.

ESSENTIAL DUTIES

- Supervises a team of Clinicians and paraprofessional staff responsible for providing mobile crisis response and case management to clients
- Assigns cases to professional and paraprofessional staff to ensure appropriate distribution of work assignments
- Reviews clinical records, client assessments, and clinician reports to ensure completeness and appropriateness of treatment and case management services
- Participates on Alternate Response Teams, to maintain an understanding of the day-to-day work of the Clinicians and to shadow staff to monitor the delivery of services to those in crisis
- Assists staff in responding to complex cases
- Supports ongoing training and professional development of staff
- Responds to 911 calls for service with a behavioral health component
- Ensures program vehicles, equipment, and resources are maintained
- Acts as a liaison with community organizations, to keep abreast of crisis services available and to coordinate services for clients
- Facilitates and participates in team/department meetings, trainings, and supervisory sessions as required for program staff
- Maintains a trauma-informed environment that supports the well-being of staff (e.g., daily check-in with staff, creating a safe and welcoming space for discussion, etc.)
- 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 four (4) 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., phone, printer, photocopier, calculator)
- Computers and peripheral equipment (e.g., personal computer, laptop, mobile devices, and-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

Moderate 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

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
September, 2024