

# CRISIS INTERVENTION SPECIALISTS

(MENTAL HEALTH RESPONSE AND HOMELESS RESPONSE/OUTREACH )



## Recruitment Timeline

**First Review of Applications:**

August 25, 2023

Interested applicants are encouraged to apply as soon as possible

**Interviews:**

Tentatively week of August 28

## Compensation & Benefits

**Annual Salary Range:**  
\$99,893 - \$121,421

A summary of benefits can be viewed online: [Benefits Summary](#)

This position is represented by the City of Fremont Employee Association (CFEA) bargaining group.

[Apply Here!](#)



**The City of Fremont's Human Services Department has an exciting opportunity to join a dynamic team!**

### The Department

The Human Services Department works to support a vibrant community through the creation and maintenance of services that empower individuals, strengthen families, encourage self-sufficiency, enhances neighborhoods and fosters a high quality of life. The Department values its people, creativity, quality service, integrity, open communication, collaboration, building community partnerships, mutual respect and diversity. Our staff finds their work challenging, yet rewarding, and most importantly they enjoy the chance to make a difference through public service.

### The Team

The Mobile Evaluation Team (MET) is a co-responder team comprised of officers from the Fremont Police Department, Crisis Intervention Clinicians from the City of Fremont Human Services Department, and Social Workers from Washington Hospital Healthcare System. MET is a predominantly field-based team that provides comprehensive and compassionate services to Fremont's most vulnerable populations, including community members experiencing homelessness and/ or mental illness. MET provides crisis intervention and de-escalation, guidance and encouragement, and connects community members needing assistance with local mental health and homeless service providers. MET works to support community members, engaged in services, to pursue healthy outcomes. MET provides resources to homeless encampment areas, sometimes in conjunction with City abatement activities.

The team coordinates their efforts and interfaces with other service agencies working with the same population(s). Collaboration is key to the success of the MET program.

### The Positions

**There are currently two positions available within the Human Services Department, working as members of the City's Mobile Evaluation Team (MET).**



Human Resources Department  
3300 Capitol Avenue, Bldg. B  
(510) 494-4660 | [humanresources@fremont.gov](mailto:humanresources@fremont.gov)  
[www.fremont.gov/humanresources](http://www.fremont.gov/humanresources)

## **The Positions (Continued)**

The two positions will be cross-trained and will work collaboratively with each other to provide complementary services to the community as each position will have a different primary focus. Both positions will be supervised by the FRC Clinical Supervisor who, with the MET Sergeant, will structure training and team building opportunities for both Crisis Intervention Specialists. Both Crisis Intervention Specialists are expected to become familiar in the utilization of HMIS (Homeless Management Information System) with the ability to update data, and with Alameda County's Coordinated Entry System (CES) and Community Health Record (CHR). Both Clinicians will also be trained to utilize and record pertinent data in the Human Service Department's Electronic Data Base: My Evolv.

### **Position 1: Crisis Intervention Specialist (Mental Health Response)**

This position will receive assignments and field supervision from the MET Sergeant in the Police Department, with many calls for service coming directly through the Police Dispatch System. Most of the work will be conducted in the field. This position will be working and riding in tandem, with the Police Department's compliment of MET officers, on calls which may require intervention and assessment for 5150 status. The Crisis intervention Specialist responding to Mental Health Crisis calls will be responsible for facilitating client connections to and assisting with appropriate placements for those needing stabilization services. This position will coordinate with ACCESS, outpatient and residential programs. Follow-up with clients and family members will also be conducted to provide on-going support and resources, as needed. This may also respond to calls related to homelessness complaints or, prior to abatement activities. The incumbent in this position must be comfortable working within the police command structure and the unique law enforcement culture where trust and follow-through are essential elements of the job.

### **Position 2: Crisis Intervention Specialist (Homelessness Response/Outreach)**

This position will primarily focus on working with the homeless population and is expected to carry a small caseload of homeless clients (for up to 90 days) who are pursuing housing stability services or until client is transferred to a more long-term case manager or housing navigator. This position will work with clients who may also need a variety of medical, mental health, SUD, educational and other social services.

Assignments will be coordinated by the FRC Clinical Supervisor who will be working closely with both the Homeless Services Manager in the City Manager's office, the FRC Clinical Supervisor focusing on Housing Navigation and Sustainability Services and the MET Sergeant in the Police Department. If there is no crisis situation, the two Crisis Intervention Specialists, or a Crisis Intervention Specialist and a Social Worker, may be deployed through Human Services to provide client outreach and follow-up services. Additionally, both Crisis Intervention Specialist(s) may also be asked to accompany a Code Enforcement Officer, or Environmental Services Specialist or member of the Fire Department to provide information and resources to homeless residents.



## **Examples of Duties**

- Accompany or assist clients in accessing needed services and advocates on their behalf.
- Work to maintain an updated resource list outlining services and programs to support client population.
- Develop and maintain strong working relationships with staff in the Police and Human Services Department, other City Departments, hospitals, health care professionals, family service providers, the Family Resource Center, homeless/housing service providers and the community at large.
- Maintain program documentation and outcome measures
- Prepare written and statistical reports
- Complete Crisis Intervention Training (CIT) Attends regular and ongoing coordination meetings with other MET team members
- Prepare correspondence and reports on client histories, treatment progress and other matters related to case treatment.
- Enter data into client data base system (MyEvolv).

In addition to the listed examples of duties, the specific assignments have the following responsibilities:

### **Crisis Intervention Specialist (Homelessness Response/Outreach)**

- Provide harm reduction education and supply distribution to encampments and unsheltered individuals
- Coordinate outreach and follow up to locations identified by City staff, Council and community members.
- Develop safety plans.
- Establish a health home, including arranging required transportation to and from services.
- Conduct housing problem solving and housing assessment, as part of Alameda County's Coordinated Entry System assessments at locations where client is comfortable, and which are easily accessible.
- Assist with housing applications and documentation procurement, as needed to obtain housing.
- Utilize Alameda County's Homeless Management Information System (HMIS) to enter, retrieve and update data.
- On an as needed basis, this position may also be asked to fulfill the role of the Crisis Intervention Specialist, assigned to the Police Department, focused on Mental Health interventions and will be trained and expected to follow appropriate police safety protocols when riding with a Police Officer.

### **Crisis Intervention Specialist (Mental Health Response)**

- In response to crisis calls through the Police Department, the Crisis Intervention Specialist will normally be deployed with a police officer and will be trained on and follow appropriate police protocols.
- Conduct wellness checks.
- Develop safety plans.
- Provide medication support.
- Where there is no crisis situation, two Crisis Intervention Specialists, or a Crisis Intervention Specialist and a Social Worker, may be deployed through Human Services to provide client outreach and follow-up services. Additionally, a Crisis Intervention Specialist may also be asked to accompany a Code Enforcement Officer, or Environmental Services Specialist or member of the Fire Department to provide information and resources to homeless residents.
- Receive client referrals or duty assignments through Police Dispatch or the MET Sergeant.

## **The Ideal Candidates**

The City of Fremont is looking for individuals with initiative, a creative approach to problem solving, exceptional people skills including the ability to establish trust with the target population and their family members and a willingness to work flexible hours including some evenings and weekends.

Given the population to be served, the successful candidates will possess the following:

Ability to: work in the field, in a fast-paced and uncertain environment with or without a uniformed police officer in a marked police car, accompanied by another a case manager or staff member; determine and implement the appropriate course of action in emergency or stressful situations; quickly assess situations for personal safety and the ability to adapt to quickly changing circumstances; establish effective relationships with clients from a variety of socioeconomic and ethnic backgrounds and age groups; research relevant services to meet client needs; and prepare concise narrative and statistical written and verbal reports/evaluations.

Knowledge of: techniques and methodology of educational and social service program design, development, and administration; familiarity with mental health and homeless service systems is highly desirable; manual and automated record keeping systems; needs assessment and program evaluation practices and techniques; local and/or regional resources available to meet the needs of the targeted population; principles and techniques of interviewing clients; and diagnostic assessment tools.

Understanding of: human behavior and family dynamics, especially of high-risk vulnerable populations with mental health needs or dual diagnosis, who may be homeless; functions and organizations of public assistance; and medical and psychological, and social service and educational resources, especially mental health access and access to housing resources.

## **Education and Experience**

Any combination of education and/or experience that has provided the knowledge and skills necessary for satisfactory job performance would be qualifying. A typical way to obtain the required knowledge and skills would be: a Master's degree in social services, psychology, counseling, social work, sociology, nursing or a related field *and* two years of experience, one year of which has been with individuals with mental health challenges including direct experience in working with the homeless populations.

## **Licenses/Certifications/Special Requirements**

An LCSW, Psychologist, Registered Nurse, or LMFT is required for placement into this class. An individual working to complete hours towards the acquisition of an LCSW (ASW) or an LMFT may be considered depending on other related work experience.

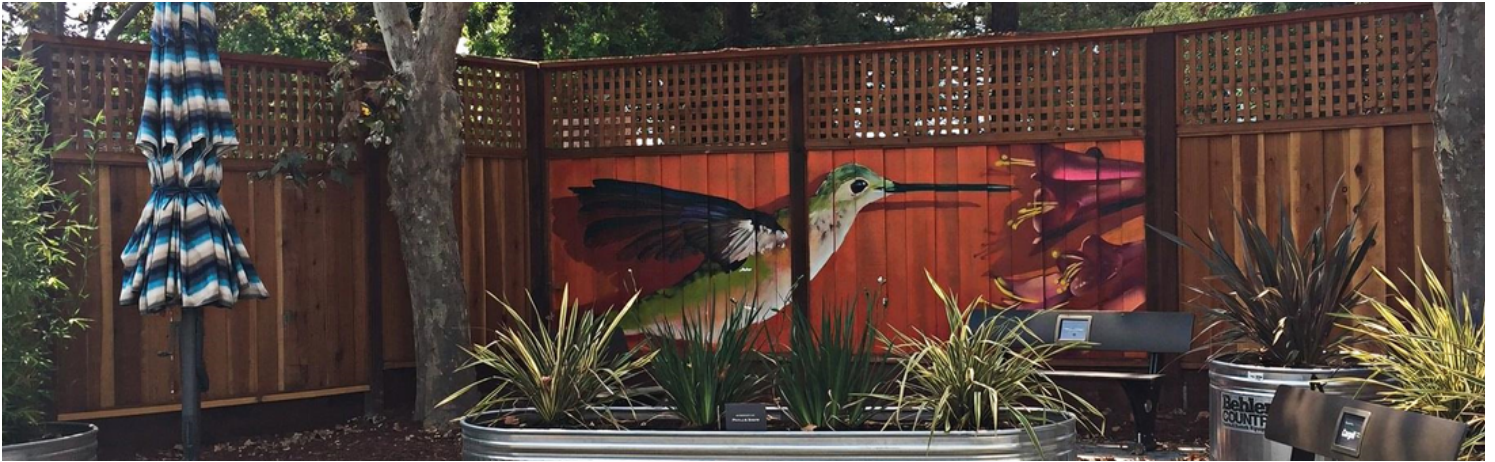
The selected candidate will be required to work a flexible schedule. This position requires the ability to travel independently within and outside City limits. Therefore, a valid Class C California Driver's License is required by time of appointment.

## **Application Process**

Candidates may apply for this position by submitting a completed City application, resume and supplemental questionnaire through the online application system (Government Jobs) at: <https://www.governmentjobs.com/careers/fremontca>

## Selection Process

The process may include oral panel and individual interviews, professional reference checks, comprehensive Police Department background screening, and other related test components. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to participate in the process.



Reasonable Accommodation: Human Resources will make reasonable efforts in the examination process to accommodate persons with disabilities. Please advise Human Resources of any special needs a minimum of 5 days in advance of the selection process by calling (510) 494-4660 or emailing [humanresources@fremont.gov](mailto:humanresources@fremont.gov).

The City of Fremont is an Equal Opportunity Employer.

*The information contained herein is subject to change and does not constitute either an expressed or implied contract.*

## SUPPLEMENTAL QUESTIONNAIRE

---

The completion of this supplemental questionnaire is required for your application to be considered for the Crisis Intervention Specialist positions, and is an integral part of the examination process. This supplemental questionnaire will be used to assess your qualifications as it relates to the position. Your responses will be evaluated and compared to your application and will assist in determining which applicants will receive further consideration for the selection process.

### **When you apply online you will be required to respond to the following questions:**

- 1.** Please be specific in answering the Supplemental Questions as they will be used to evaluate which applications will be given further consideration in the process. Do not answer “see resume” or “see application” as these are not valid answers. Select “Yes” to reflect that you have read and understand this statement.
  - Yes
  - No
- 2.** What is your highest level of education?
  - Did not complete high school or equivalent
  - High school diploma or equivalent
  - Some college
  - Associate's degree
  - Bachelor's degree
  - Master's degree or higher
- 3.** If you answered Master's degree or higher, specify your degree major.
- 4.** Are you a licensed mental health clinician? If so, list which licensure (e.g. LCSW, LMFT, etc.)
- 5.** Are you working towards licensure? If so, for what credential and how far are you in the process?
- 6.** Specify which Crisis Intervention Specialist position(s) you are interested in being considered for (select all that apply).
  - Crisis Intervention Specialist (Mental Health Response)
  - Crisis Intervention Specialist (Homelessness Response/Outreach)
- 7.** If you're applying for the Mental Health Response position, respond to the following: Do you have specific experience working on a mobile crisis team or working in the field with unhoused residents? Please elaborate on that experience. Share relevant examples of how you de-escalated community members in the field and connected them to crisis services. Limit your response to no more than 500 words.
- 8.** If you're applying for the Homelessness Response/Outreach position, respond to the following: How many years of experience do you have providing outreach services to engage vulnerable community members? Share relevant examples of where you have met people and how you build rapport and assessed their needs? Limit your response to no more than 500 words.