



**Cayuga County Department of Human Resources
and Civil Service Commission**

JOB SPECIFICATION

Civil Service Title: **CRISIS INTERVENTION CARE MANAGER**
Jurisdictional Class: Competitive
Civil Division: Mental Health
Adoption: CSM 5/17/22
Revised: CSM

DISTINGUISHING FEATURES OF THE CLASS:

The Crisis Intervention Care Manager will be responsible to provide Crisis Intervention services, including mobile, telephonic, and in person at the clinic, to Cayuga County residents identified as experiencing an acute psychological/emotional change which results in an increase in personal distress and impacts their ability to remain safely in their current environment. The Crisis Intervention Care Manager will work as part of a crisis team to provide interventions in a variety of settings including home, schools, as well as settings where the individual receives services, works or socializes. Crisis Intervention services are delivered in a person centered, family focused, trauma informed, culturally and linguistically responsive manner. The work requires adherence to New York State Office of Mental Health and Department of Health guidelines for crisis intervention services and will be performed under the supervision of the clinic Supervising Social Worker.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Provides quality-driven, cost-effective, culturally appropriate person and family centered crisis intervention care management services;
Responds in a timely manner to crisis calls;
Provides face-to-face assessment of risk, mental status and need for further evaluation and/or other health/behavioral health services;
Completes a crisis plan which addresses immediate safety/risk concerns and prevention of future crises;
Completes appropriate paperwork for follow-up referrals to services and/or collaboration with existing service providers;
Provides Care Coordination including:
 Consultation with a physician or other licensed practitioner to assist with the individual's current crisis and planning for future service access;
 Contact with collaterals as needed to address the individual's needs;
 Follow up with the individual or family/caregiver within 24 hours of initial response, including Informing existing identified supports of the developed crisis plan;
 Crisis resolution and debriefing with individual and family/caregiver;
Accurately maintains required documentation within the provided timeframe;
Participates in trainings related to practice as assigned;
Effectively communicates, both orally and in writing with the treatment team including individuals served and other providers.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Understanding of crisis interventions models and the ecological factors affecting individuals with behavioral health challenges;
Successful demonstration of crisis resolution skills;
Good knowledge of community resources;
Ability to assess and negotiate and advocate on the individual's behalf;
Understanding of providing care management services within a person/family centered framework;
Ability to show respect for the individual's choices;
Ability to establish trust and encourage cooperation;
Ability to work independently as well as part of a team;
Ability to maintain confidentiality;
Ability to prepare reports and complete documentation;
Ability to communicate effectively both orally and in writing;
Physical condition commensurate with the demands of the position including the ability to drive with a current NYS driver's license and provide for transportation needs when appropriate.

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited college or university with a Bachelor's Degree (BA/BS) in a qualifying field including social work, psychology, nursing, education, rehabilitation, occupational therapy, physical therapy, recreation or recreation therapy, counseling, community mental health, child and family studies, sociology or speech and hearing AND one (1) year of experience in providing direct services including crisis intervention to individuals with mental illness, developmental disabilities, alcoholism or substance abuse and/or children with serious emotional disturbance; **OR**
- (B) Graduation from a regionally accredited college or university with a Bachelor's Degree (BA/BS) AND two (2) years of experience in providing direct services including crisis intervention to individuals with mental illness, developmental disabilities, alcoholism or substance abuse and/or children with serious emotional disturbance; **OR**
- (C) A certified peer specialist AND two (2) years of providing direct services including crisis intervention to individuals with mental illness, developmental disabilities, alcoholism or substance abuse and/or children with serious emotional disturbance.

SPECIAL REQUIREMENTS:

Possession of a valid New York State operator's license appropriate for vehicles operated.