

**JOB DEFINITION**

The Police Department Mental Health Liaison works closely with the Ashland Police Department, Alta Point Mental Health Office, Lineville Police Department, and other community agencies to assess individuals who come into contact with the police, in order to refer individuals to the appropriate services, reduce recidivism, and to promote recovery.

**ESSENTIAL FUNCTIONS**

- Provide field-based risk assessment, mental crisis intervention, case management, consultation, and referral for a variety of individuals in need.
- Outreach engagement of clients and families struggling with symptoms of mental illness and providing back-up and support to other parts of the crisis services program, as needed.
- Working hand in hand with police officer on calls for service involving mental health citizens.
- Field-based position that is assigned to an officer/officers who will have a history of working with individuals in a variety of settings.
- The aforementioned duties are not intended to serve as a comprehensive list of all duties performed by employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific:
  - Provides crisis assessment and intervention to consumers and residents of the City of Ashland and their families via telephone, in clinics or in the community as part of a 24/7 crisis response system.
  - Provides crisis outreach services to consumers and their families.
  - Enters and maintains documentation of services provided in electronic records.
  - Writes case summaries, reports, and letters and maintains case records.
  - Completes program-related assignments as required.
  - Develops curricula and provides training to police officers, dispatchers, and other operational staff regarding emergency detention procedures, crisis intervention protocols, and other mental health issues.
  - Develop and work with crisis response team on establishing procedures and response to crises in the field.

**KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledgeable in mental health diagnoses and symptoms; crisis intervention techniques; common psychotropic medications; mental health and social service agencies in the local area and the scope of their services.
- Knowledgeable in or able to learn/understand federal, State, and city statutes, codes and regulations regarding mental health emergency detentions and the retention and sharing of information; police department operations; the criminal justice system.
- Effectively establish community partnerships.
- Skill in prioritizing and planning.
- Ability to conduct thorough and accurate mental health assessments during mental health calls.
- Strong written and verbal communication skills.

- Excellent interpersonal skills to relate effectively with co-workers and the community.
- Ability to solve problems and de-escalate crisis situations.
- Interpersonal skills relating to dealing with the public in a friendly and courteous manner.
- Skill in organizing and analyzing statistical information.
- Ability to work a flexible schedule that provides 24 hours 7 days a week response.
- Working knowledge of clinical diagnosis for mental health population
- Must be proficient with computers, including Microsoft office products such as Outlook, Word, Excel, and PowerPoint, as well as other departmental systems and software programs.

### **COMPLEXITY/SCOPE OF WORK**

- The work consists of varied administrative, supervisory, and management duties. Strict rules and regulations combined with the variety of activities to be managed contribute to the complexity of the position.
- Contacts are typically with co-workers, other city employees, benefits providers, job applicants, attorneys, members of local mental health/social services agencies, and members of the general public.
- Contacts are typically to exchange information, motivate persons, negotiate matters, resolve problems, and provide services.

### **PHYSICAL DEMANDS/WORK ENVIRONMENT**

The following statements are intended to describe the general nature and level of work being performed and are not intended to be an exhaustive list of all responsibilities, duties and skills which may be required.

- Duties will primarily be performed in an office setting while standing in work areas and walking between work areas may be required. May require stopping, bending, kneeling, reaching, pushing, and pulling, and/or required to lift, carry, push, and pull materials and objects weighing up to 25 pounds.
- Some travel may be required to attend meetings or visit incident scenes. Employees in this classification may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.
- The task of the position will require finger dexterity as needed to access, enter and retrieve data using a computer keyboard and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person over the telephone.

### **MINIMUM QUALIFICATIONS**

- Master's degree in social work, counseling, psychiatry, psychology, nursing, or a related course of studies or any combination of education with training and experience that provides the requisite knowledge, skills and abilities for the job is preferred.
- Three years of increasingly responsible mental health experience in assisting individuals with severe and persistent behavioral health issues and/or social service needs to include assessing services and support counseling and/or crisis intervention with mental health, sexual abuse, drug and alcohol abuse, domestic violence and trauma, or one year of experience in program coordinator or planning and case management.
- National certification in Mental Health Crisis Resolution/Counseling, or able to obtain certification or equivalent.
- Must possess and maintain a valid Alabama driver's license.