



POSITION DESCRIPTION

Department: UPD Crisis Response Team
Working Title: Crisis Response Specialist
Job Code: 3086
Time Base: 1.0
Position Number: 00000961
Union / Unit (if applicable): Academic Professional of California (APC) / Unit 4

Position Reports To: Director, Crisis Response Team
Classification: Student Services Professional IV
Range Code: 1
Exempt or Non-Exempt: Exempt
Last Update: 2-6-2024

PURPOSE OF POSITION:

Under the supervision of the Director of the Crisis Response Team, the Crisis Response Specialist will collaborate with the Crisis Response Team (CRT) and University Police (UPD) and respond to campus community members' urgent behavioral and mental health needs. This position will work closely with University Police, Student Health and Counseling and Student Affairs to assist community members experiencing mental/behavioral health crises. The Crisis Response Specialist will initiate and develop ongoing relationships with the campus community and the community at large to support the mission of CSUSM and assure continuity of care.

MAJOR RESPONSIBILITIES:

	<u>% of Time</u>
1. Screening and Crisis Intervention Services	50%
2. Prevention/early intervention services and community outreach	35%
3. Program and Resource Development	10%
4. Department/University Programs and Professional Development	5%

LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:

1. **Screening and Crisis Intervention Services**
 - a. Provides crisis intervention services and responds to urgent mental health and behavioral health needs of campus community members, and provides off hours support to campus/student crisis, as needed
 - b. Screens campus community members' mental health status by assessing for suicidality, homicidal ideation, grave disability, and other psychiatric needs.
 - c. Collaborates with police department officers in ensuring appropriate responses to crisis situations and ensuring safety of the community.
 - d. Utilizes a strength-based and trauma informed approach to explore needs and identify resources.
 - e. Provides psychoeducation, referrals, and resources to campus community members.
 - f. Coordinates hospitalization and transportation when need and provides hand-off communication.
 - g. Provides short-term follow up services to campus community members following a crisis.
 - h. Ride along with officers or operating a small vehicle on campus as needed.

2. **Prevention / Early Intervention services and Community Outreach**
 - a. Develops and facilitate educational workshops focused on prevention, early intervention, and available resources for campus community members.
 - b. Provide postvention services to reduce risk and promote healing for campus community members/groups.
 - c. Assist in providing educational trainings and wellness programs to campus police officers.
 - d. Initiates and develops on-going collaborative relationships with campus departments including but not limited to Student Health & Counseling Services, Dean of Students, Disability Support Services & Housing.
 - e. Develops and supports new and ongoing partnerships between community agencies with Police and the CRT.

3. **Program and Resource Development**
 - a. Identifies resources in the community and updates the shared resources directory.
 - b. Seeks and implements methods to improve services to campus community members more efficiently and effectively using data informed decision making.
 - c. Assesses and tracks utilization and outcome patterns.
 - d. Utilizes Maxient to succinctly document all student contact per UPD CRT policy.

4. **Department/University Programs and Professional Development**
 - a. Attendance of campus and UPD/CRT staff meetings.
 - b. Serves on university committees and participates in professional development as assigned and as appropriate.
 - c. Participates in quality improvement measures to help with continuous program improvement.
 - d. Serves on various other university committees as assigned.

PROVIDES LEAD DIRECTION OF OTHERS

None

REQUIREMENTS OF POSITION:

1. **List education and experience required.**
 - a. A master's degree in social work, counseling, psychology, or related field
 - b. Registered to practice in the state of California as an ASW, APCC, or AMFT.
 - c. A minimum of one year of experience post-graduation.

Preferred:

- a. Licensed as an LCSW, LPCC, LMFT or psychologist in the State of California.
 - b. One year of experience working in higher education.
 - c. Experience in crisis assessment or emergency rooms triage.
 - d. Experience with electronic health records and/or managing electronic databases.
2. **List knowledge, skills, and abilities required for this position.**
 - a. Strong mental health screening and crisis intervention skills
 - b. Demonstrated clinical experience in assessing individuals in crisis, including suicidal ideation, homicidal ideation, and grave disability.
 - c. Ability to work well with college students, one-on-one and in groups.
 - d. Experience providing strength-based, culturally informed, and trauma-informed services to individuals experiencing interpersonal violence.
 - e. Knowledge of social determinants of health, social justice intersections to overall wellbeing, identity development, societal and cultural roots of violence, intersectionality, and systems of oppression.
 - f. Significant knowledge of laws and policies related to applicable program, and ability to implement apply subject matter expertise relating to the rights of students and employees.
 - g. Knowledge of student development theory within a multicultural context and demonstrated success developing programs and services to meet the needs of a diverse student body.
 - h. Ability to use professionalism and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
 - i. Knowledge of support and reporting options for victims/survivors/complainants.
 - j. Demonstrated ability to independently determine level of services and resources provided to individuals or groups where guidelines and precedents do not exist.
 - k. Demonstrated ability to advise students, staff, and faculty individually and in groups on complex matters and refer as needed to appropriate departments.
 - l. The ability to work effectively and build strong alliances internally and externally with a broad range of individuals to bring the University community together around shared goals.
 - m. Excellent oral and written communication skills.
 - n. Demonstrated ability to communicate effectively and with purpose to a variety of audiences.
 - o. Demonstrated commitment and ability to advance the University's goals in the areas of diversity and inclusive excellence.
 - p. Ability to work as a team member in collaboration with other campus professionals in a stressful, fast-paced environment.
 - q. Demonstrated ability to work effectively, collaboratively, and build strong alliances internally and externally

- with a broad range of individuals.
- r. Demonstrated ability to ensure confidentiality of protected health/mental health information.
 - s. Demonstrated ability to maintain a high degree of confidentiality with highly sensitive issues.
 - t. Demonstrated ability advising students individually and in groups.
 - u. Demonstrated ability to work in an independent manner and determine level of services and other resources for individuals or groups of students.
3. **List machines, tools, equipment, and motor vehicles used in the performance of the duties.**
- a. **Transportation vehicle for campus transportation**
 - b. PC with MS Windows
 - c. Phone
 - d. Copy Machine
4. **List unique working conditions**
- a. Occasional night and weekend work
 - b. This position may also require being "on-call" to support campus/student crisis
 - c. The Crisis Response Team, a division of the police department, is a campus department that administers to the safety, wellness, and psychological needs of the students. Possible exposure to biohazardous materials.
5. **Other Employment Requirements**
- a. The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in [CSU Executive Order 1083 Revised July 21, 2017](#) as a condition of employment. General Reporter
 - b. This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks, FBI clearance and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.
 - c. Must participate in required campus and department trainings including, but not limited to, HIPAA: Protecting Patient Privacy, Information Security Awareness Training and Clery Training.

PURPOSE AND NATURE OF WORK RELATIONSHIPS:

Define working relationships with people on and off campus (other than supervisor or people supervised) with whom this employee interacts on a continuing basis, and how often this interaction occurs.

Daily/weekly interaction with students, University Police Department, Student Health & Counseling Services personnel; Title IX personnel; Dean of Students Office staff; Student Affairs leadership teams; University Police; faculty and staff as related to each case. Collaborate with Law Enforcement, Faculty Affairs, Human Resources, Legal Counsel, and other campus or Chancellor's Office personnel to gather/provide information and to collaborate on various issues. Collaborate/communicate with MOU agencies, off campus mental health, and social services agencies.

PHYSICAL EFFORT:

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

Number of hours/day
N/A 1-2 3-4 5-6 7+

1. Sitting
2. Standing
3. Walking
4. Bending Over
5. Crawling
6. Climbing
7. Reaching overhead
8. Crouching
9. Kneeling
10. Balancing
11. Pushing or pulling

	N/A	1-2	3-4	5-6	7+
1. Sitting				X	
2. Standing			X		
3. Walking			X		
4. Bending Over		X			
5. Crawling	X				
6. Climbing	X				
7. Reaching overhead		X			
8. Crouching	X				
9. Kneeling	X				
10. Balancing	X				
11. Pushing or pulling	X				

Number of hours/day
N/A 1-2 3-4 5-6 7+

12. Lifting or carrying
 - A. 10 lbs or less
 - B. 11 to 25 lbs
 - C. 26 to 50 lbs
 - D. 51 to 75 lbs
 - E. 76 to 100 lbs
 - F. Over 100 lbs
13. Repetitive use of hands/arms
14. Repetitive use of legs
15. Eye/hand coordination

	N/A	1-2	3-4	5-6	7+
12. Lifting or carrying		X			
A. 10 lbs or less		X			
B. 11 to 25 lbs		X			
C. 26 to 50 lbs	X				
D. 51 to 75 lbs	X				
E. 76 to 100 lbs	X				
F. Over 100 lbs	X				
13. Repetitive use of hands/arms				X	
14. Repetitive use of legs			X		
15. Eye/hand coordination					X

16. Driving cars, trucks, forklifts and other equipment
17. Being around scientific equipment and machinery
18. Walking on uneven ground

Yes No

Yes	No
X	
	X
	X

MENTAL EFFORT

Number of hours/day
N/A 1-2 3-4 5-6 7+

1. Directing others
2. Writing
3. Using math/calculations
4. Talking
5. Working at various tempos
6. Concentrating amid distractions
7. Remembering names
8. Remembering details
9. Making decisions
10. Working rapidly
11. Examining/observing details
12. Discriminating colors

	N/A	1-2	3-4	5-6	7+
1. Directing others			X		
2. Writing				X	
3. Using math/calculations		X			
4. Talking					X
5. Working at various tempos					X
6. Concentrating amid distractions					X
7. Remembering names					X
8. Remembering details					X
9. Making decisions				X	
10. Working rapidly				X	
11. Examining/observing details				X	
12. Discriminating colors			X		

ENVIRONMENTAL FACTORS

Number of hours/day
N/A 1-2 3-4 5-6 7+

1. Inside
2. Outside
3. Humid
4. Hazards
5. High places
6. Hot
7. Cold
8. Dry
9. Wet
10. Change of temp
11. Dirty
12. Dusty
13. Odors
14. Noisy
15. Working w/others
16. Working around others
17. Working alone

	N/A	1-2	3-4	5-6	7+
1. Inside				X	
2. Outside		X			
3. Humid	X				
4. Hazards	X				
5. High places	X				
6. Hot	X				
7. Cold	X				
8. Dry			X		
9. Wet	X				
10. Change of temp	X				
11. Dirty	X				
12. Dusty	X				
13. Odors	X				
14. Noisy			X		
15. Working w/others				X	
16. Working around others				X	
17. Working alone			X		

SIGNATURES

The last sheet for any staff position description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee; the supervisor's signature and all pertinent administrative personnel.

Employee

Print Name: _____

Signature: _____ Date: _____

Appropriate Administrator (MPP)

Print Name: _____

Signature: _____ Date: _____

Dean/Department Head/Director/AVP (optional)

Print Name: _____

Signature: _____ Date: _____