



CRISIS INTERVENTION SPECIALIST

JC: 000323

PG: 058

FLSA: Non-Exempt

BU: 21 (BPOA)

Created: March 2021

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under supervision, performs outreach to individuals experiencing mental health and/or housing insecurity issues and providing linkages to services provided by local organizations; serves as a liaison in the BART system between the Police Department, other departments in the District, and public and private community based organizations that provide mental health, crisis intervention, and homeless and supportive housing services; interacts and engages with BART personnel, the public and other stakeholders to establish an official presence and prevent violence and disruptive behavior; deters and diffuses active acts of violence and vandalism through application of conflict-resolution skills; performs related duties as assigned.

CLASS CHARACTERISTICS

This is a journey level civilian classification located within the Police Department. Incumbents of this classification perform a variety of duties requiring independent judgment in the day-to-day interactions with at-risk clients. This classification is responsible for outreach services and community-based crisis intervention services which includes direct client contact in the community. This classification is distinguished from the Transit Ambassador in that the latter is responsible for providing a uniformed presence for the purposes of providing an added sense of security to BART patrons as well as deterring potential criminal activity.

REPORTS TO

Supervisor of Crisis Intervention and Outreach Programs or designee.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Performs outreach services to individuals experiencing mental health and/or housing insecurity issues by providing linkages to services provided by local organizations.
2. Makes mental health assessments and provides crisis counseling to the homeless community and individuals experiencing mental health related issues within the BART system.
3. Provides short-term case management services as appropriate and makes direct referrals to other community services.

Crisis Intervention Specialist

Page 2

4. Serves as a liaison between the Police Department, other departments in the District, and public and private community-based organizations that provide mental health, crisis intervention, and homeless and supportive housing services.
5. Engage and establish relationships with the homeless community to provide supportive services in collaboration with behavioral health and social services organizations; advocates and collaborates with service providers to facilitate access to care with the goal of stabilization.
6. Works with management to perform outreach within the community and participate in community-violence reduction efforts including informational presentations
7. Responds to requests and inquiries from District personnel, city and county agencies, merchants, community groups, and citizens to assist individuals found at-risk in places not meant for habitation.
8. Assists in medical emergencies on BART property by gathering information, providing logistical support, and/or providing first-aid as appropriate; summons medical response as necessary.
9. Participates in and successfully completes all required training, such as conflict resolution, security awareness, etc.
10. Provides various routine assistance to BART personnel; may operate various office equipment; gathers, maintains and retrieves records as directed; fills out forms and writes basic reports; enters data into appropriate computer database or application.

QUALIFICATIONS

Knowledge of:

- Principles and techniques of working with ethnically and culturally diverse individuals with psychiatric challenges and those who may be homeless and have co-occurring or complex issues
- Welfare & Institutions Code 5150 and 5585
- Principles and practices of effective conflict resolution
- Methods and techniques of crisis intervention
- Methods and techniques of effective communication
- Current office procedures and practices, including the use of online computer equipment
- Applicable BART rules and safety regulations

Skill/Ability in:

- Developing and maintaining effective working relationships with those contacted in the course of the work including a diverse population including impoverished and alienated persons
- Operating District vehicles including cell phone and police radio equipment
- Reading, interpreting and following a variety of instructions
- Communicating effectively, both orally and in writing
- Remaining professional and courteous when dealing with disorderly patrons
- Maintaining basic and accurate records
- Exercising sound judgment within established guidelines

Crisis Intervention Specialist

Page 3

- Detecting unusual, hazardous or emergency situations and taking appropriate actions according to specified regulations
- Speak effectively in public and provide clear, concise and understandable verbal direction and information
- Plan, organize and support others
- Dealing with difficult people in a customer service setting
- Remaining calm in emergency and/or uncomfortable situations

MINIMUM QUALIFICATIONS

Education:

Bachelor's degree in Psychology, Sociology, Social Work or related field from an accredited college or university.

Experience:

Two (2) years of (full-time equivalent) professional verifiable experience in social work or related experience. Experience in homeless advocate programs, behavioral health support programs, or interacting and engaging with the homeless community and/or individuals experiencing complex mental health issues preferred.

Other Requirements:

- Must possess and maintain a valid California driver's license and have a satisfactory driving record
- Must be able to work various shifts, weekends, holidays and overtime
- Must respond to afterhours incidents and perform field activities

Substitution:

Additional experience as outlined above may be substituted for the education on a year-for-year basis.

WORKING CONDITIONS

Environmental Conditions:

Exposure to heat, cold, moving vehicles, and inclement weather conditions.

Physical Conditions:

Requires maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

BART EEO-1 Job Group: 7700 – Police Civilians

Census Code: 3850 – Police Officers

Safety Sensitive: N