



THE CITY OF FREMONT IS HIRING!

CRISIS INTERVENTION SPECIALIST

(MENTAL HEALTH RESPONSE)

Recruitment Timeline

Applications will be reviewed upon receipt

Interested applicants are encouraged to apply as soon as possible

Interviews:
TBD

Compensation & Benefits

Annual Salary Range:
\$103,889 - \$126,278

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, a sergeant, and community service officer from the Fremont Police Department, Crisis Intervention Specialist and Clinical Supervisor from the City of Fremont Human Services Department. 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 Position

The Crisis Intervention Specialist position will be supervised by the Fremont Resource Center (FRC) Clinical Supervisor who, with the MET Sergeant, will structure training and team building opportunities.



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

The Position (Continued)

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 also includes responding to calls related to homelessness, including prior to abatement activities, and assisting with City of Fremont encampment condition guidelines. 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. The Crisis Intervention Specialist is expected to become familiar with Alameda County's HMIS (Homeless Management Information System) and Community Health Record (CHR). The Crisis Intervention Specialist will also be trained to utilize and record pertinent data in the Human Service Department's Electronic Data Base: MyEvolv.

Examples of Duties

- Respond to mental health crisis and homeless disturbance 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.
- Apply practices of de-escalation and assess situations to advise Police to determine appropriate interventions, including 5150 evaluations.
- Conduct wellness checks.
- Provide linkages and referrals to services and advocate on individual's behalf.
- Where there is no crisis situation, the Crisis Intervention Specialist will be deployed through Human Services to provide client outreach and follow-up services, including at identified encampment locations.
- Receive client referrals or duty assignments through FRC Clinical Supervisor, Police Dispatch or the MET Sergeant.
- 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, Fire, Community Services, Code Enforcement, and Human Services Departments, hospitals, behavioral healthcare 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). Attend regular and ongoing coordination meetings with other MET team members.
- Prepare correspondences and reports on client histories, treatment progress and other matters related to case treatment.
- Enter data into client database system (MyEvolv) and become familiar with Alameda County's HMIS (Homeless Management Information System) and Community Health Record (CHR).

Qualifications

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary to satisfactory job performance would be qualifying. A typical way to obtain the required knowledge, skills and abilities would be: A Master's degree in Social Services, Psychology, Counseling, Social Work or a related field and two years of experience, one year of which has been with individuals with mental health challenges. Must be registered with the Board of Behavioral Sciences in California.

Licenses/Certifications/Special Requirements

Possession of the following is required: LCSW, LMFT, LPCC, or Licensed Psychologist, or registration as an Associate with the California Board of Behavioral Sciences working towards licensure.

Crisis Intervention Specialists maintaining State licensure may receive a stipend of up to \$3,600 annually prorated based on an employee's schedule (hours worked). Based on languages needed by the department to serve the public, a bilingual stipend of up to \$1,800 annually is available to those that qualify, which is prorated based on an employee's schedule(hours worked).

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.

The Ideal Candidate

The City of Fremont is looking for an individual 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 candidate will possess the following:

Ability to: Work in the field, in a fast-paced and uncertain environment with uniformed police officers in a marked police car, or without law enforcement and accompanied by another social service provider; 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: Clinical methodologies and interventions of clinical as well as social service programs, expertise in behavioral 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 diagnoses, who are experiencing psychosocial stressors; 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.



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.

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.** How many years of professional, full-time experience do you have in providing mental health services?
 - None
 - Less than 1 year
 - 1 year to less than 2 years
 - 2 years to less than 3 years
 - 3 years to less than 4 years
 - 4 years to less than 5 years
 - 5 years to less than 6 years
 - 6 years or more
- 3.** Are you a licensed in the State of California or registered as an Associate? If so, list which licensure (e.g. LCSW, LMFT, etc.) and your license/registration number.
- 4.** If you are working towards licensure, how many supervised hours do you have remaining to complete before you are eligible to take the exam for licensure?
- 5.** 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.
- 6.** Describe your experience providing outreach services to vulnerable community members. Share relevant examples of where you have engaged with people and how you build rapport and assessed their needs. Limit your response to no more than 500 words.