

JOB DESCRIPTION

Job Title: Mental Health Crisis Manager (9972)

Job Summary:

Under general supervision and direction of the department administrator, manage a team of mental health professionals delivering therapeutic services to students in crisis across Tulare County. This position will oversee utilization review and service documentation to guarantee the quality of care provided to students.

Essential Duties:

- Provide clinical crisis consultation (danger to self, danger to others, and gravely disabled) to crisis response staff in the there are missing words here.
- Collaborate and facilitate referrals to various agencies to ensure safety and services for students in crisis.
- Provide suicide crisis evaluations throughout the county, as needed.
- Provide and consult on behavioral threat risk assessments.
- Review and approve client treatment Care Plans.
- Track and report on Cal AIMS assessments and PSC35/CANS compliance.
- Supervise, evaluate, and provide leadership and support to assigned clinical staff.
- Provide annual field supervision (at least once a year) to assigned mental health clinicians.
- Provide weekly clinical supervision (group, individual, triadic) to staff for the Board of Behavioral Sciences.
- Ensure compliance with Lanterman-Petris-Short Act tracking, scanning, and logs.
- Ensure compliance with crisis response data and statistics tracking.
- Ensure compliance with dispatch screener tracking and logs.
- Ensure compliance with Black Box Monitoring (BBM) documentation.
- Coordinate and conduct "Crisis 101 and CSSRS" trainings to school districts and other agencies
- Facilitate Applied Suicide Intervention Skills Training (ASIST) and Crisis Prevention Institute (CPI) Nonviolent Crisis Intervention Training (2-day initial and half-day reauthorization) as scheduled.
- Facilitate the utilization review committee meetings and quarterly utilization review of medical records.
- Perform discharge audits of medical records, as needed.
- Attend local, regional, and state meetings and conferences, as needed.
- Travel to various locations throughout Tulare County for work-related duties.
- Perform other related duties, as assigned.

Skills, Knowledge and/or Abilities:

Skills to:

- analyze situations accurately and adopt an effective course of action;
- maintain records and prepare reports;
- work in teams with other mental health providers to support positive student growth;
- work with diverse groups of students in varied socioeconomic and multi-cultural areas;
- conduct culturally proficient assessments and diagnose childhood disorders;
- evaluate and monitor family situations and problems including psycho-social and health/medical issues sufficient to assist in the development and implementation of treatment plans;
- determine applicable treatment needs of children with specific disorders/disabilities;
- collaborate and coordinate with local providers of health and human services in the community;
- operate a variety of office equipment.

Knowledge of:

- laws, rules and regulations affecting the work of mental health and public social services agencies;
- pharmacology of medications and drug treatment;
- psychological and social aspects and characteristics of children with physical disabilities and emotional and social disturbances;
- mental illness and effective treatment approaches to mental disorders;
- applied Behavior Analysis Intervention and assessment strategies;
- basic principles and techniques of interviewing, counseling, psychotherapy and treatment modalities;
- effective assessment and crisis intervention techniques;
- human behavior and development of students with special needs;
- childhood abuse and trauma;
- high-risk indicators in child and youth populations;
- family systems theory and practice;

- local community resources available and the impact of socioeconomic conditions in utilizing public and private community resources;
- correct English word usage, spelling, grammar and punctuation;
- computer software programs (Microsoft Office, Excel, Outlook, Google Docs, Google Sheets, etc.)
- TCOE mission, vision, value statements, standards, policies and procedures, operating instructions, confidentiality standards, and the code of ethical behavior.

Ability to:

- analyze situations accurately and adopt an effective course of action;
- perform crisis intervention and/or assessment;
- promote student adjustment to schools and utilization of district/community services;
- work in teams with other mental health providers to support positive student growth;
- understand and carry out oral and written instructions;
- maintain confidentiality of records;
- read/interpret/apply rules, regulations, policies;
- develop specific goals to prioritize, plan, organize, and accomplish assigned tasks and meet deadlines;
- provide highly-technical information to staff, families, and the public by telephone, email, and in-person;
- work and communicate effectively with people of various education and socioeconomic backgrounds;
- supervise, train, evaluate, and guide the work of assigned staff;
- respond to emergency calls and deploy appropriate crisis intervention outside of regular work hours, when needed;
- travel throughout the county using own vehicle;
- regularly attend trainings for professional development.

Responsibilities include: working under direct supervision using standardized procedures; providing information and/or advising others; and tracking budget expenditures. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the organization's services. The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 40% sitting, 30% walking, and 30% standing. The job is performed under minimal temperature variations in a generally hazard free environment.

Education Required:

- Master's degree in social work, psychology, behavior analysis, or a related field is required.
- Valid California license as a Clinical Social Worker (LCSW), Licensed Marriage and Family Therapist (LMFT), or Clinical Psychologist.

Experience Required:

- Five (5) years of experience in specialized mental health support within educational and community environments
- Two (2) years of experience in clinical supervision.

Other Requirements:

- Valid California driver's license and proof of automobile insurance.
- Department of Justice and FBI Fingerprint clearance upon hire.
- Must be able to use own vehicle to travel throughout the County, as needed.

FLSA Status: Exempt

March 2025

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office. This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office. This organization is a Drug and Tobacco - Free Workplace. This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.