



City of Lake Oswego, Oregon

Job Description

BEHAVIORAL HEALTH SPECIALIST

FLSA Status: Non-exempt

Union Representation: LOPOA

Salary Grade: 312

Job Code: 3025

Summary

The Behavioral Health Specialist (BHS) is a licensed mental health professional that works both independently or directly with law enforcement personnel to bridge the gap between law enforcement and the social and medical service needs of the community. Incumbents in this position work to provide field-based risk assessments, crisis intervention, case management, consultation, and referral for a variety of individual needs. To accomplish this, the BHS engages in considerable proactive and reactive public contact in partnership with local police to perform multiple public safety and community support services with both direct and indirect nexuses to law enforcement. The BHS will work with the appropriate resources to develop, recommend, provide, and effectively coordinate social and emergency medical plans and services to community members suffering from mental health, substance abuse, housing and/or other quality of life issues.

Essential Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:

1. Work directly and/or indirectly with law enforcement officers to assess and assist community members with actual or reported mental health, substance abuse, houseless, and/or other related quality of life issues. Assess the social and medical service needs of these community members and work to obtain, coordinate, and deliver pertinent resources where necessary.
2. Provide proactive outreach and engagement or respond to referred incidents involving community members in need or crisis to provide or coordinate applicable services.
3. Provide information, consultation, and/or referral for law enforcement officers and staff.
4. Promote and utilize best practices in intervention, treatment methods, and support systems to effectively advocate for the needs of community members at the client and/or system-wide level. Liaise between those persons and the various support services and providers.
5. When necessary and/or requested, conduct follow up with identified community members or support service providers and be able to consult with other specialists on unique or difficult cases.
6. Develop, coordinate, and conduct training for law enforcement and staff on the approaches for responding to and working with the aforementioned community members and various support services.

7. May be asked to provide information to local, county, and state legal or court entities and may be required to testify at court or other legal proceedings.
8. Continually monitor and analyze program utilization and prepare recommendations and reports for improving existing programs and facilitating the development of new initiatives and services.
9. Review applicable data and other information to identify future trends in this community service function and prepare such inputs for status reports and outcome summaries.
10. Develop collaborative and effective working relationships with various internal and external resources.
11. Provide oversight for this program's operations and budget and will seek out funding/grant opportunities when applicable.
12. Design, implement, and evaluate the performance of this program to ensure it is consistent with the agency's and City's goals. Verify and maintain the program's compliance with local ordinances, codes, regulations, and laws.
13. Prepare, provide, and/or present written materials, to include digital presentations, to various audiences both internal and external to City staff.
14. Strong, self-motivated work ethic with a high degree of independent judgement, problem solving, and decision making capabilities pertinent to assignment and able to work with minimal supervision while addressing a wide array of social needs.
15. Demonstrated patience, compassion, and crisis management in working with and in support of internally and externally diverse community members reported to be or suffering from mental health, substance abuse, houseless, or other quality of life related issues.
16. Working knowledge of applicable social, community, criminal justice, protective services, physical and mental health services, and local and state resources.
17. Able to develop positive relationships and work as a team player with public and private support entities who operate with similar focus and/or offer services applicable to incidents involving assignment community groups.
18. Effective communicator capable of conveying clear and concise ideas and recommendations.
19. Work individually or as part of a team to prepare research, statistical, and analytical reports for stakeholders, community groups, news organizations, and businesses where appropriate. Able to also create and/or give presentations of mentioned research, statistical, and analytical reports.
20. Can analyze programs, policies, procedures, and operational needs as it relates to assignment and can recommend, develop, and implement strategies to better support those areas.
21. Effective time management to complete case and project assignments.
22. Ability to work in varying environments at varying times as needed.

Minimum Qualifications

Knowledge of:

- Philosophy and objects of social services and community service programs.
- Assessment and social casework techniques.
- Conflict resolution principles, de-escalation and problem-solving techniques.
- Symptoms and behavioral and social characteristics affecting population served.
- Needs of homeless populations.
- Mental illness behaviors and appropriate interventions.
- Addiction process and chemical dependency treatment approaches.
- Safety practices and policies, applicable laws, ordinances and regulations, policies and procedures.
- Medicaid, Medicare and Social Security Disability Income guidelines.
- Community systems and resources.

- Judicial procedures, corrections environment.
- Writing and research techniques.
- Modern office practices and computer applications.
- Grant application and administration; contract administration.
- Municipal budgetary principles and practices.
- Bilingual English/Spanish is preferred but not required;

Skills and Abilities:

- Excellent verbal and written communications skills.
- Public speaking skills, ability to provide presentations and facilitation.
- Read and perform basic mathematical calculations, and follow written and oral instructions.
- Write reports, letters and memos with proper format, punctuation, spelling, and grammar.
- Speak with poise, voice control and confidence using correct English and well-modulated voice.
- Comply with safety requirements of the department and the City.
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a Master's Degree in social work, psychology, counseling or related field and five years' experience in treatment of persons with mental health issues, substance abuse issues, or houseless problems.

Licensing and Other Requirements:

Must be a Qualified Mental Health Professional (QMHP).

Positions in this classification are required to possess a valid driver's license and ability to meet the City's driving standards.

The following State of Oregon licenses may also be required:

- Licensed Advanced Social Worker
- Licensed Independent Clinical Social Worker
- Licensed Mental Health Associate – Advanced
- Licensed Social Work Associate – Independent Clinical

Must be able to pass a thorough background check with no felony convictions, and pass a psychological and medical evaluation.

Duties will occasionally involve working in adverse or inclement weather conditions; exposure to high noise levels; dealing with distraught or difficult individuals; attending meetings or activities outside normal working hours; occasional response to emergency conditions during off-hours; occasional operation of a motor vehicle on public roads.

Physical and Mental Demands

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Moderate Physical Work: Must be able to move objects by exerting up to 20 pounds of force frequently, and/or up to 10 pounds of force consistently.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.