

WESTERN MENTAL HEALTH CENTER, INC.
JOB DESCRIPTION

POSITION TITLE: Co-Responder
DEPARTMENT: Outpatient/SUD team
SUPERVISOR: Clinical Supervisor
FLSA: Non-Exempt

SALARY LEVEL:

POSITION SUMMARY: The Co-Responder is a critical member of a collaborative team aimed at enhancing community safety and health. This role involves responding alongside law enforcement or emergency services to incidents that require both public safety and mental health support. The Co-Responder will provide immediate assistance, assessment, and referrals to individuals in crisis, ensuring a compassionate and effective response.

They will also provide continuum of care services including assessment, treatment, education and support for consumers along with assumes responsibility for providing needed treatment, rehabilitation and support services to identified consumers with severe and persistent mental illness.

ESSENTIAL FUNCTIONS:

1. Performs all duties in accordance with the policies and procedures of the Center.
2. Provides service coordination so that consumers will receive optimal rehabilitative services.
3. **Crisis Response:**
 - Respond to calls for service in partnership with law enforcement, focusing on mental health and substance use crises.
 - Conduct on-site assessments to evaluate the needs of individuals in crisis.
4. **Intervention and Support:**
 - Provide de-escalation techniques and immediate support to individuals experiencing mental health crises.
 - Collaborate with law enforcement to ensure safe and effective resolutions to incidents.
5. **Referrals and Follow-Up:**
 - Connect individuals to appropriate community resources, services, and treatment options.
 - Follow up with individuals to ensure they receive ongoing support and assistance.
6. **Documentation:**
 - Maintain accurate records of incidents, interventions, and referrals in accordance with organizational policies and procedures.
7. **Training and Development:**
 - Participate in ongoing training related to crisis intervention, mental health, and community resources.
 - Assist in training law enforcement personnel on mental health issues and effective response strategies.
8. **Community Engagement:**
 - Foster positive relationships with community organizations, service providers, and stakeholders.
 - Participate in community outreach efforts to promote mental health awareness and available resources.
9. Follow center billing procedures and requirements.

OTHER RESPONSIBILITIES:

1. Is sensitive and responsive to management needs such as data collection and program evaluation.
2. Ability to travel as required.
3. Performs on-call work as required by position.
4. Performs other work-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. A minimum of a Bachelors degree in a human service related field from an accredited university/college or must have 6,000 hours of documented clinical experience in providing mental health services to adults.
2. Previous experience in crisis response, mental health services, or related fields preferred.
3. Familiarity with law enforcement protocols and procedures is an advantage.
4. Strong communication and interpersonal skills, with the ability to empathize and engage with individuals in crisis.
5. Ability to work collaboratively in a team environment.
6. Strong problem-solving and decision-making skills under pressure.

9/2024