

**CITY OF GREENBELT, MD  
CLASS SPECIFICATION**

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**CLASS TITLE:** Crisis Intervention Counselor I and II  
**DEPARTMENT:** Social Services  
**REPORTS TO:** Social Services Director

**SALARY GRADE:** 16 & 18  
**FLSA STATUS:** E  
**DATE:** 03/2009

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**JOB SUMMARY AND DISTINGUISHING FEATURES OF THE WORK:**

Provides emergency and on-going counseling services to citizens who have had contact with the City Police and/or live in the community. Responds to cases such as those involving juvenile crime, domestic violence, rape, attempted suicide and other traumatic experiences. Participates in Family Clinic and provides family therapy services.

**ESSENTIAL JOB FUNCTIONS:**

Responds to police officer's specific requests for assistance at incident scenes and interacts with police, victims, families, and other people at the incident scene in order to help bring accurate communication between all parties involved.

Assists clients at the incident scenes, including evaluating and assessing their level of safety, stabilizing them in a crisis situation, listening and empathizing with them and helping them connect with family and friends.

Provides crisis intervention and other forms of emergency therapy and intervention.

Provides services at local family clinic on a regular basis.

Provides follow up services, such as individual short-term counseling and referrals, when needed.

Maintains a comprehensive database of resources for area services and provides referrals and information for a variety of services, such as counseling, health, medical, psychiatric services, legal and financial.

Provides consultation services to police and code enforcement personnel regarding individuals or families in need of services.

Offers community outreach and psycho-educational programs.

**Additional Level II Tasks**

Provides supervision to interns/adjunct staff on cases being seen.

Reviews intern case files and provides feedback.

Ensures that program data is collected accurately.

Oversees the preparation of program reports.

**IMPORTANT JOB FUNCTIONS:**

Consults with outside agencies to provide emergency assistance, case management and crisis counseling.

Helps clients utilize appropriate resources toward the resolution of problems.

Makes home or hospital visits as necessary.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Computer

General Office Equipment

Automobile

Mobile Telephone

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Crisis Intervention Counselor I

Master's degree from an accredited college or university in Social Work, Counseling, or a related field culminating with licensing as a mental health provider; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Crisis Intervention Counselor II

Master's degree from an accredited college or university in Social Work, Counseling, or a related field culminating with licensing as a mental health provider; and,

Five years of family counseling experience and three years of supervisory experience; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

**Licenses and Certifications:**

Licensed Mental Health Provider

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Appropriate family and crisis counseling techniques, skills and theory.

Psychology, human behavior and group dynamics.

Pertinent Federal and State statutes and City ordinances.

Supervisory processes and practices (at the II level).

All computer applications and hardware related to performance of the essential functions of the job.

Department organization, standard operating guidelines and policies, rules, and regulations.

**Skill in:**

Preparing clear and concise reports, correspondence and other written materials.

Communicating orally and in writing with internal staff, clients, the general public, and other departmental staff in order to give and receive information in a courteous manner.

Effective delivery of appropriate crisis counseling techniques in a wide variety of settings.

Establishing supervisory relationships with subordinate employees/interns (at the II level).

Operating and maintaining all assigned equipment required to perform the essential functions of the job.

**Mental and Physical Abilities:**

Ability to apply counseling techniques with diverse clients.

Ability to assess crisis situation and act quickly as needed to provide professional services.

Ability to be tactful, courteous and poised in difficult situations.

Ability to establish and maintain effective working relationships with a variety of people.

While performing the essential functions of this job the employee is frequently required to stand; walk; sit; use hands to finger, handle, feel or keyboard; speak and hear; lift and/or move up to 10 pounds.

**Working Conditions:**

Work is performed in an office and in the field exposing the employee to various outside atmospheric conditions, fumes, noxious odors, dusts, mists, gases and poor ventilation that affect the respiratory system, eyes or the skin. The employee is occasionally exposed to persons who have contagious diseases/illnesses, volatile situations and imminent danger when performing the essential functions of the job.

The incumbent's working conditions are typically moderately quiet to loud.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.