

City of San José
CLASS SPECIFICATION

TITLE: Crisis Intervention Training Manager (8541)

| DEPARTMENT | ACCOUNTABLE TO | FLSA STATUS |
|-------------------|-----------------------|--------------------|
| Police | Police Sergeant | Exempt |

CLASS SUMMARY

Under the direction of the Crisis Management Unit Sergeant, this position is responsible for coordinating Department efforts toward crisis intervention and provides training to members of the Department and the community on mental health related topics.

DISTINGUISHING CHARACTERISTICS

This is a single position classification in the Police Department. Incumbents receive supervision from a Police Sergeant. This class is responsible for coordinating training programs for the Police Department on mental health related topics for members of the San Jose Police Department and various groups within the Community.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education, experience knowledge, skills, and abilities, sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Baccalaureate Degree in Psychology or a closely related field from an accredited college or university and five (5) years of experience managing and providing training on mental health crisis management in the public safety environment or equivalent experience. A Master's degree is desirable.

Required Licensing (such as driver's license, certifications, etc.)

Possession of valid California Driver's License.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

Job Expertise - demonstrates knowledge of and experience with mental health crisis management related issues, Citywide and departmental procedures/policies and federal and state rules and regulations.

City of San José
CLASS SPECIFICATION

TITLE: Crisis Intervention Training Manager (8541)

Communication Skills - communicates and listens effectively and responds in a timely, effective, positive and respectful manner; written reports and correspondence are accurate, complete, current; well-organized, legible, concise, neat, and in proper grammatical form.

Influencing Others - presents facts, analysis, and conclusions or solutions that show command of content and perspectives and interests of the audience; gains support in meeting objectives by addressing concerns; and accommodates concerns to the extent possible without undermining the effort.

Leadership - leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, encourages and rewards risk-taking, allowing others to learn from mistakes.

Analytical Thinking - approaches a situation or problem by defining the problem or issue; identifies a set of features, parameters, or considerations to take into account, collects and analyzes data, uses logic and intuition to arrive at conclusions and recommendations

Multi-Tasking - can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s)

Team Work & Interpersonal Skills - develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills

Listening - responds to statements and comments of others in a way that reflects understanding of the content and the accompanying emotion; asks clarifying questions to assure the speaker of the commitment to understanding what was said

| DUTY NO. | <u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following: | FRE-QUENCY* |
|-----------------|--|--------------------|
| 1. | Coordinates Department efforts toward crisis intervention by providing ongoing support and training to Department members, linking staff and the community to services. | Continuous |
| 2. | Provides training to members of the Department and the community by developing program content, coordinating training with outside vendors, and teaching various topics including: Bipolar Disorder, Schizophrenia, Major Depression, Personality Disorder, Alzheimer's disease, and Substance Abuse/Intoxication. | Frequent |

City of San José
CLASS SPECIFICATION

TITLE: Crisis Intervention Training Manager (8541)

| DUTY NO. | <u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following: | FRE-QUENCY* |
|-----------------|---|--------------------|
| 3. | Conducts risk assessment discussions with community and Department members. | Frequent |
| 4. | Participates in debriefings of incidents between community members and the Department. | Occasional |
| 5. | Plans and administers program budget to include expenses and revenue. | Occasional |
| 6. | Plans and implements goals, objectives and guidelines to establish effective program operation policies and procedures | As Required |
| 7. | Collaborates and coordinates with other governmental agencies, businesses, and organizations ensuring efficient and appropriate delivery of services and programs | Continuous |
| 8. | Represents program area to outside agencies and professional groups to build and maintain positive working relationships | Occasional |
| 9. | Provides conflict resolution and customer service | Continuous |
| 10. | Negotiates and administers contracts and agreements with training vendors, and contractors. | As Required |
| 11. | Researches and analyzes programs to improve efficiency and Effectiveness. | Continuous |
| 12. | Participate in psychological debriefings with officers to address post critical incident stress management. | As Required |
| 13. | Performs other duties of a similar nature or level. | As Required |

*Frequency defined as %, (totaling 100%) *or* “Continuous” (daily or approximately 20%+), “Frequent”(weekly or approximately 15%+), “Occasional”(monthly or approximately 10%+), “As Required”(Intermittent or 5% or less)

| |
|---|
| CLASSIFICATION HISTORY Created 2/14; s0000; revised 07/14 s001, 04/15 s002 |
|---|