



SUPERVISOR OF CRISIS INTERVENTION AND OUTREACH PROGRAMS

JC: 000317
PB: CS
FLSA: Exempt

BU: BPMA (26)
Created: July 2013
Revised: October 2020

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under direction, plans, administers and oversees the District's crisis intervention and outreach program services; supervises the operations and interactions between the District and public and private community based organizations providing mental health, crisis intervention, and homeless and supportive housing services; provides advanced administrative support to the Deputy Police Chief; and performs related duties as assigned.

CLASS CHARACTERISTICS

This first line supervisor/managerial level civilian classification is located within the Progressive Policing and Community Engagement Bureau of the Police Department. Classifications at this level are responsible for supervising, assigning and reviewing the work of subordinate staff, and may oversee the work of outside consultants or assist higher level managerial staff in planning and evaluating the quantity and quality of work performed by subordinate staff. This classification is distinguished from Police Administrative Supervisor in that the latter is responsible for planning, organizing and supervising paraprofessional staff involved in police records management.

REPORTS TO

Deputy Police Chief or designee.

EXAMPLES OF DUTIES— *Duties may include, but are not limited to, the following:*

1. Manages and supervises the operations and activities of the District's crisis intervention and outreach program services and serves as a liaison between the District and public and private community-based organizations providing mental health, crisis intervention, and homeless and supportive housing services.
2. Conducts mental health assessments and provides crisis counseling to the homeless community and individuals experiencing mental health related issues within the BART system.
3. Conducts regular visits to shelters and homeless encampments to establish a relationship with the homeless community.

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4. Serves as a liaison for BART departments and outside agencies by assisting in planning, organizing and coordination of the BART Police Crisis Intervention Training (CIT) efforts.
5. Participates in local law enforcement CIT academies and BART Police Advanced Officer Training (AOT) program; provides sensitivity training to District personnel related to behavioral health and homeless related issues.
6. Represents the District on health-related policy issues and related partnerships between behavioral health and medical centers; provides resources including but not limited to supportive services, advice and/or counseling to underserved homeless community.
7. Acts as a liaison between law enforcement, behavior health and medical center managers on mental health related policy issues.
8. Analyzes and reports on outreach efforts through the use of reports and statistical data.
9. Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
10. Uses specialized knowledge to respond to inquiries received from the general public, government entities, police department and/or other District personnel.
11. Provides resources including but not limited to supportive services, advice and/or counseling to underserved homeless community.

QUALIFICATIONS

Knowledge of:

- Principles and techniques of working with ethnically and culturally diverse individuals with psychiatric challenges and those who may be homeless and have co-occurring or complex issues.
- Methods and techniques of effective conflict resolution.
- Methods and techniques of effective communication.
- Current office procedures and practices, including the use of online computer equipment and word processing and spreadsheet applications.
- Correct English usage, including spelling, grammar, and punctuation.
- Applicable BART rules and safety regulations.

Skill/Ability in:

- Intake assessment, counseling, case management, crisis intervention programs and substance abuse issues.
- Data analysis, fiscal management, organizational and administrative application of data processing, public relations and personnel administration.
- Working ability to analyze administrative and fiscal problems, prepare a variety of recommendations.
- Developing and maintaining effective working relationships with those contacted in the course of the work, including a diverse population of impoverished and alienated persons.

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- Operating District vehicles and equipment, including cell phone and police radio equipment.
- Reading, interpreting and following a variety of instructions.
- Communicating effectively, both orally and in writing.
- Speaking effectively in public and providing clear, concise and understandable verbal direction and information.
- Planning, organizing, supporting, and supervising others.
- Dealing with difficult people in a customer service and community outreach setting.
- Remaining calm in emergency and/or uncomfortable situations.
- Exercising sound judgment within established guidelines.
- Detecting unusual, hazardous or emergency situations and taking appropriate actions according to specified regulations.

MINIMUM QUALIFICATIONS

Education:

Bachelor's degree in Sociology, Psychology or a closely related field from an accredited college or university.

Experience:

Five (5) years of (full-time equivalent) verifiable professional experience in the social work or mental health field working with indigent populations or related experience.

Substitution:

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

Other Requirements:

- Must possess a valid California Driver's license and have a satisfactory driving record.
- Able to work evenings and weekends as assigned.
- Positions assigned to the Police Department will be required to undergo an extensive law enforcement background check.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens; field environment; construction site environment; exposure to heat, cold, moving vehicles, electrical energy and inclement weather conditions.

Physical Conditions:

Requires maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

BART EEO-1 Job Group:

3500 – Professionals

Census Code:

2025 – Community/Social Services Specialist

Safety Sensitive Designation:

No