



Classification Specification

Classification Title	Community Intervention Specialist
Job Code	
FLSA Status	Non-exempt

GENERAL SUMMARY

Under general supervision of the Community Crisis Response (CCRP) Program Manager, the Community Intervention Specialist will be responsible for providing immediate assistance and support to Richmond residents facing crises within the community. As a Crisis Intervention Specialist, you will play a vital role in promoting mental health and well-being, offering timely intervention, and connecting individuals with appropriate resources.

The primary goal of CCRP is to provide non-police alternative response to a broad range of low-level emergency situations with well-trained teams who are deeply familiar with Richmond communities. The CCRP response focuses on de-escalation, mitigation, and prevention by connecting residents to appropriate services/supports. CCRP will utilize best practices for harm reduction, street outreach, trauma-informed and culturally competent care. The secondary goal of CCRP is to enable the Richmond Police Department (RPD) officers to focus on more serious calls, crimes, and investigations. CCRP is expected to be separate and independent of the RPD. CCRP hopes to foster positive relationships amongst residents by becoming a trusted and reliable community resource for the City of Richmond.

DISTINGUISHING CHARACTERISTICS

Individuals in the position are tasked with employing public health, trauma-informed, restorative, harm-reducing, equity-focused, and community-based methodologies for intervention. It is expected that individuals in this role will demonstrate sensible judgment when evaluating community members, implementing suitable responses, and providing recommendations for relevant services.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job specification is to provide a representative summary of the major duties and responsibilities performed by fellows in this job. Fellows perform job-related tasks other than those specifically presented in this description. Essential duties and responsibilities will vary depending on the assignment.

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- Respond to low-level emergency and non-emergency calls within Richmond.
- Provide on-scene crisis and community intervention and referrals.
- Conduct thorough assessments of individuals in crisis to determine their immediate needs and level of risk.
- Utilize de-escalation techniques to defuse tense situations and ensure the safety of individuals involved.
- Operate a municipal vehicle in response to dispatched incidents, remain knowledgeable about Richmond's geography, and use maps and traffic navigation platforms to promptly reach designated call locations.
- Operate radio and mobile communication equipment.
- Record all individual observations and actions using program-specific forms and standards; ensure timely completion of reports and records; undertake data entry responsibilities while upholding confidentiality.
- Collaborate with local service providers and organizations to connect individuals with relevant resources, including mental health services and community support programs.
- Makes a warm hand-off to community providers when necessary and provide follow-up support to individuals post-crisis, ensuring they have ongoing access to necessary resources and assistance.
- Attends community and staff meetings and present information regarding CCRP.
- Participate in trainings as needed.
- Build and maintain positive relationships with community members, organizations, and stakeholders to enhance crisis response effectiveness.
- Ability to work flexible hours including nights and weekends.
- Performs related work as required.

SUPERVISORY RESPONSIBILITIES

- Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.

HUMAN COLLABORATION & JOB IMPACT

This area describes the personal interaction with others outside direct reporting relationships as well as the impact the job has on the City of Richmond, the department or unit objectives, the output of services, or employee or public satisfaction.

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- Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
- The impact the job has on the City of Richmond is limited in terms of time, money, or public/employee relations.

FISCAL RESPONSIBILITY

This section describes the accountability and participation if any, as it relates to the fiscal accountability within department or assigned area(s) of responsibility.

- None.

MINIMUM QUALIFICATIONS

- High school diploma or equivalent. Accredited coursework or a degree in social work, sociology, psychology, counseling, or related field desired but not required.
- Two (2) years of experience in an outreach/advocacy role
- Personal or familial lived experience with alcohol or other substance use, homelessness, detention/incarceration, mental or behavioral health conditions, and other relevant experiences is highly desirable.
- Former or current Richmond resident and/or those experienced working with Richmond community members is highly desirable.
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge, and abilities.

Required Licenses or Certifications

- Possession of a valid California driver's license and satisfactory driving record is an ongoing requirement.
- Possession of a training certificates required by end of probationary period: Cardiopulmonary Resuscitation Certificate (CPR), Stop the Bleed Training, Narcan, Automatic External Defibrillator (AED), and First Aid
- Other specific trainings necessary to fulfill the job duties, as specified by the Human Resources Department and/or Community Services Department

REQUIRED KSA FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- Richmond's diverse community and techniques for outreach and engagement amongst residents.

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- Working with vulnerable populations and crisis case management.
- Richmond's Health in all Policies and Race and Equity Work.
- Crisis intervention techniques.
- Public contact and community engagement techniques that foster collaborative community exchanges.
- Interviewing and counseling techniques.
- Basic computer system and software applications, electronic equipment, and other mobile devices.
- Available health and wellness resources in the city, county, and state.

Skill in:

- Understanding human behavior, especially of high-risk vulnerable populations.
- Understanding educational and social service resources.
- Assessing an individual's mental, social, and functional status; engage individuals in problem-solving processes when necessary.
- Crisis intervention strategies and techniques.
- Computer systems and software applications such as Microsoft Word and Outlook.

Ability to:

- Maintain composure in high stress situations and make quick, sound decisions.
- Maintain effective community relations by using empathy, patience, tact, and courtesy when serving and delivering services to the community.
- Serve as a trusted liaison between system partners, community-based organizations and community members.
- Work primarily in the field.
- Understand and support equity and inclusion in practices; work effectively with people from diverse backgrounds, perspectives, and lived experiences.
- Coordinate efforts with other first responders on scene.
- Perform under difficult and stressful conditions and manage confrontations with community members who may be or become hostile.
- Recognize relevant information and make informed decisions in a timely appropriate manner.
- Exercise sound independent judgement.
- Safely operate a city vehicle.
- Express thoughts in a clear, respectful manner.
- Communicate effectively in oral and written format.

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- Work collaboratively and cooperatively with other departments and agencies.

WORK ENVIRONMENT/CONDITIONS

The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment	Seldom or Never	Sometimes	Frequently or Often
Office or similar indoor environment		X	
Outdoor environment			X
Street environment (near moving traffic)	X		
Construction site	X		
Confined space	X		
Vehicle			X
Warehouse environment	X		
Shop environment	X		
Other	X		
Exposures	Seldom or Never	Sometimes	Frequently or Often
Individuals who are hostile or irate		X	
Individuals with known violent backgrounds	X		
Extreme cold (<i>below 32 degrees</i>)	X		
Extreme heat (<i>above 100 degrees</i>)	X		
Communicable diseases	X		
Moving mechanical parts	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances or waste	X		
Loud noises (<i>85+ decibels such as heavy trucks, construction</i>)	X		

WORKING CONDITIONS & PHYSICAL DEMANDS

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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position is relatively free from unpleasant environmental conditions or hazards. Office Environment.
- **Sedentary Work** - Incumbents may be required to exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or constantly having to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.

Date approved by the Personnel Board:

Date(s) Revised:

DRAFT