



**JOB TITLE:** Crisis Interventionist I  
**DEPARTMENT:** Oakland Crisis Intervention and Recovery Team (OCIRT)  
**CLASSIFICATION:** Non-exempt

**REVISED:** 2/19

## **POSITION DESCRIPTION**

### **SUMMARY:**

The Crisis Interventionist I (CPSS) is an at-will position that will report to the CIRT Program Manager. The Crisis Interventionist I will promote and participate in activities that enhance recovery and resiliency of people in crisis.

### **ESSENTIAL JOB FUNCTIONS:**

- Partner with Crisis Interventionists to provide crisis support services in the community
- Provide support and assist in building trust and rapport with people in crisis
- Encourage individuals/families to be actively involved with planning and treatment
- Develop understanding and management of wellness and triggers
- Explore and link individual/families with natural and community supports
- Provide crisis intervention, first aid and emergency procedures, as needed
- Maintain accurate and thorough records of all service activities according to Common Ground procedures
- Be willing to share personal experiences in navigating the system and movement through the recovery process as appropriate
- Be willing to assist transitioning to less intense services by mentoring towards recovery
- Act as a role model in recovery and the development of coping skills
- All electronic or hard copy documents are signed prior to end of shift
- Focus on the strengths and needs of the person/families served
- Adhere to established Quality Improvement Indicators
- Comply with attendance and punctuality policies, as well as all other Common Ground policies and procedures

### **RELATED JOB FUNCTIONS:**

- Promote a team environment
- Work in a recovery oriented and supportive environment framework
- Participate in training and orientation of new staff and interns
- Perform other job-related duties as assigned

**SUPERVISION:** None

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

#### **KNOWLEDGE OF:**

- Mental health recovery
- Basic intervention skills
- Behavioral management and de-escalation techniques

#### **SKILL TO:**

- Type, enter data and file efficiently
- Operate office equipment
- Demonstrate excellent customer service skills
- Work positively with co-workers and consumers
- Demonstrate proficiency in relevant software and applications (i.e. Microsoft Word, Excel, PowerPoint, and Outlook)



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**ABILITY TO:**

- Relate to a diverse population which includes a variety of age, economic and educational backgrounds
- Understand and follow verbal and written instructions
- Communicate effectively, both verbally and in writing
- Apply trauma informed principles and values with knowledge, decisions, and treatment of all people served
- Work independently and apply critical thinking/decision making skills
- Work with a multi-disciplinary team successfully
- Manage volatile situations in a safe, calm and caring manner

**REQUIRED EDUCATION AND EXPERIENCE:**

- High School Diploma or GED
- Valid Driver License with acceptable driving record
- Michigan Certified Peer Support Specialist (required for point status position)
- Meets qualification to become Certified Peer Support Specialist, preferred for contingent positions
- Relevant recovery experience

**ESSENTIAL REQUIREMENTS:**

**Physical Requirements:**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

**Environmental Working Requirements:**

Work is done in a variety of community settings, including hospital emergency departments, county and local jails, schools, shelters, and community centers, as well as in a typical office environment with exposure to computer screens. Assignments may require work to be done on an individual basis or in teams with members at various staffing levels. The work environment is that of a crisis center and may subject staff to behavioral and medical events that could be physically hazardous.

**Other Requirements:**

The ability to work various shifts and hours; Local travel required and use of personal vehicle during work hours; Must be willing to transport persons served using personal or agency vehicles.

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The agency may in its sole discretion fill this position on a full-time, part-time, or contingent basis with the individual best fit to perform the essential functions of the job. The above statements describe the general nature and level of work performed by employees assigned to the title. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Employees in this title are subject to a background check.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

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Employee Signature

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Date