



Job Title	Crisis Navigator	FLSA Status	Non-Exempt
Band	PRO	Probationary Period	12 Months
Zone	1	Job Code	18260

Class Specification – Crisis Navigator

Summary Statement:	
<p>The purpose of this position is to perform crisis assessment, resource referrals, behavior modification and solution focused treatment with community citizens referred directly from the 911 call center as in need of services provided by the CSFD Alternate Response Team (ART), a Community & Public Health mobile integrated health initiative. This position will provide live time response to assist community members in chronic crisis and address management of behaviors, symptoms, and other mental health needs, while providing behavioral/social information tailored to the need of each individual. Crisis Navigators may refer to or coordinate care with community partners and other CSFD Community and Public Health (CPH) programs.</p>	
Essential Functions	Note: Regular and predictable attendance in the performance of this job is an essential function.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
80%	Respond to and provide mental health chronic crisis care, navigation and outreach for individuals referred directly from the 911 system. Provide referrals to other CPH programs; coordinate care for individual as the need arises in their intervention; implement behavior modification/solution focused treatment as needed, conduct psychoeducation specific to the client’s reported diagnoses and symptomology; create intervention planning/goal setting as appropriate.
20%	Documentation, training, referral and navigation coordination as needed to assist community members; interact in professional-to-professional communication as needed to advocate for community members.

Competencies Required:
<p>Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public/ CJC population requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.</p>



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Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:
 Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.
 Education: Bachelor’s degree from an accredited college or university with major coursework in social work, counseling, psychology, or related field.
 Experience: One year of full-time experience working with patients in behavioral health crisis.

Education and Experience Equivalency:
 One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.
 Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.



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Colorado Driver's License	Upon hire
Certifications required in accordance with standards established by departmental policy.	

Supervision Exercised:
The position does not have supervision responsibility.
Supervision Received:
Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility:
This job title has no budgetary responsibility.

Physical Demands:
Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.

Environmental Conditions	Frequency
Primary Work Environment	Field
Extreme Temperature	Seasonally
Wetness and Humidity	Seasonally
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Occasionally
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Occasionally

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.
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Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: December 2021