



FAMILY SERVICE AGENCY OF THE CENTRAL COAST

Position: Mobile Crisis Intervention Specialist

Location: Santa Cruz County

Full-time: 40 hours per week.

Working Hours: 4:30 pm to 12:30 am

PROGRAM DESCRIPTION:

The county-wide Mobile Crisis Response Team (MCRT) is a joint initiative between the Family Service Agency and Santa Cruz Behavioral Health, and plays a crucial role in addressing mental health, substance abuse crises, and psychiatric emergencies throughout Santa Cruz County. This collaboration brings together the expertise and resources of both organizations to deliver a comprehensive and responsive service to community members in need.

Key Functions of MCRT:

- **Rapid Crisis Intervention:** MCRT's primary responsibility is to provide prompt, on-scene intervention. Our team's presence helps to de-escalate and stabilize situations, ensuring that crises are managed in the most supportive and non-restrictive setting.
- **Crisis Assessment:** Each response is accompanied by a thorough assessment to understand the immediate and ongoing needs of those in crisis, guiding our approach to care and support.
- **Referral and Linkage:** We are committed to connecting individuals with suitable local services and support networks. This linkage is crucial for ongoing care and access to essential resources.
- **Safety Planning:** Where necessary, MCRT engages in comprehensive safety planning with individuals, aiming to safeguard their future well-being and prevent further crises.
- **Support with Basic Needs:** Recognizing that crises are often intertwined with unmet basic needs, MCRT provides appropriate support in these areas, ensuring an all-encompassing approach to crisis management.
- **Alternatives to Hospitalization and Law Enforcement Involvement:** MCRT strives to present alternatives to hospitalization and law enforcement involvement, emphasizing the value of community-centered and empathetic care.

As a collaborative endeavor of the Family Service Agency and Santa Cruz Behavioral Health, MCRT stands as a testament to the power of partnership in providing effective crisis intervention and support. This position with the Family Service Agency offers an opportunity to be at the

forefront of a program that is essential to the well-being and safety of Santa Cruz County residents, making a significant impact in the lives of individuals during critical times.

POSITION OVERVIEW:

As a Mobile Crisis Intervention Specialist, you will be a frontline responder for the MCRT program, providing crucial behavioral health support and care to individuals experiencing mental health crises, substance intoxication, or challenges related to being unhoused. This position requires a combination of clinical knowledge, crisis intervention skills, and a compassionate approach to help those in immediate need.

Key Responsibilities:

- **Behavioral Health Support:** Provide immediate support and care to people experiencing mental health crises or substance-related challenges.
- **Crisis Communication/Management:** Apply de-escalation techniques and effective crisis communication to manage situations in the field.
- **Mental Health Assessments:** Conduct comprehensive mental health assessments and provide crisis intervention.
- **Collaboration with Emergency Services:** Work closely with emergency services personnel, providing backup and support as needed.
- **Needs Analysis and Program Evaluation:** Conduct field-based needs analysis and assist in evaluating the effectiveness of behavioral health intervention programs.
- **Documentation:** Accurately document services provided, maintaining confidentiality and adhering to professional standards.

Desired Qualities:

- Bachelor's degree in a related area and/or equivalent experience/training.
- Experience in crisis intervention or delivery of mental health services in non-traditional, preferably field-based, settings.
- Preference given to applicants with lived experience with mental health or substance use challenges, personal or in relationship with others, who are eligible to enroll as a State Certified Peer Specialist.
- Valid driver's license and ability to drive a vehicle.
- Knowledge of harm reduction, trauma-informed care, patient-centered care, suicide assessment, and motivational interviewing.
- Demonstrated ability to interact with diverse individuals across various backgrounds and to provide culturally competent, trauma-informed services.
- Strong interpersonal, teamwork, organizational, and problem-solving skills.
- Proficiency in using technology in a mobile environment, including laptops, cell phones, and other essential devices.
- Effective clinical written and verbal communication skills.
- Employee must be able to work from 4:30 pm to 12:30 am

ABOUT US:

Family Service Agency of the Central Coast (FSA) is a well-established non-profit mental health and wellness agency. Our services include outpatient counseling, a 988 suicide crisis line, suicide prevention services, mobile crisis response, senior services, support for women with cancer, and a program for victims of childhood sexual abuse. Join our team and enjoy a supportive work environment where both you and your clients can thrive.

Job Type: Full Time (40 hours per week)

Benefits:

- Vacation, Sick, and Holiday Pay;
- Medical, Dental, and Vision

Compensation: \$26-28 per hour + \$3 Bilingual Differential for Spanish/English speaking

WORK ENVIRONMENT:

The work environment characteristics described here represent those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Laptops, headsets, and other essential technology will be provided.

Family Service Agency is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, or protected veteran status. We are committed to excellence through diversity and strive to establish a climate that welcomes, celebrates, and promotes respect for the contributions of all clients and employees.

Our programs recognize the value of racial, ethnic, cultural, and linguistic diversity and strive toward a culture of trauma-informed practice, with the overarching goal of ensuring that all services promote healing and integrate the values and standards of providing culturally and linguistically appropriate services.

For more information, please email fsaemployment@fsa-cc.org or call 831-246-8751.