



FAMILY SERVICE AGENCY OF THE CENTRAL COAST

Position: Mobile Response Intervention Specialist – On-Call/Relief

Location: Santa Cruz, Soquel and/or Watsonville

Employment Status: Part-time, on-call/as-needed

Available Shifts: Swing shift, 4:30 p.m.–12:30 a.m.; overnight shift, 12:00 a.m.–8:00 a.m.

Training Requirement: Approximately 60 hours of required paid training

Compensation: \$26–\$28 per hour, plus a \$3-per-hour bilingual differential for Spanish/English-speaking employees

POSITION SCHEDULE AND AVAILABILITY

This is an on-call/relief position intended to provide coverage for open shifts within the Mobile Emergency Response Team. Employees in this position will not be assigned regular weekly hours and are not required to remain on standby between shifts.

When swing or overnight shifts become available, on-call employees will be notified and invited to accept the shifts they are available to work. Employees are paid for all accepted shifts worked, but hours are not guaranteed. Once an employee accepts a shift, they are expected to report for and complete that shift.

Applicants should have sufficient flexibility to accept occasional shifts during both of the following schedules:

- **Swing shift: 4:30 p.m.–12:30 a.m.**
- **Overnight shift: 12:00 a.m.–8:00 a.m.**

Before independently working mobile crisis shifts, the employee must successfully complete approximately 60 hours of paid orientation and training, which may include classroom instruction, job shadowing, supervised field response, documentation training, and demonstration of required competencies.

PROGRAM DESCRIPTION:

The Mobile Crisis Response Team (MCRT), a joint initiative between the Family Service Agency and Santa Cruz Behavioral Health, 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:

- Provide immediate behavioral health support to individuals experiencing mental health or substance-related crises.
- Respond to community locations as part of a mobile crisis team.
- Use crisis communication, de-escalation, and stabilization techniques in the field.
- Conduct behavioral health, suicide-risk, safety, and needs assessments within the employee's training and scope of practice.
- Develop safety plans and identify appropriate alternatives to hospitalization or law-enforcement involvement when safe and appropriate.
- Provide referrals, resource information, and linkage to behavioral health and community services.
- Collaborate with emergency medical personnel, law enforcement, behavioral health providers, hospitals, and other community partners.

- Assist individuals experiencing housing instability or unmet basic needs with appropriate resources and support.
- Complete accurate, timely, and confidential documentation of all services provided.
- Participate in required training, supervision, consultation, and program-quality activities.
- Follow all safety procedures, confidentiality requirements, professional standards, and agency policies.
- Report reliably and punctually for all accepted shifts.

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, and is 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 shifts from 4:30pm to 12:30am

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: Part-time, on-call/as-needed

Hours: Variable; no guaranteed minimum number of hours

Compensation: \$26–\$28 per hour

Bilingual Differential: Additional \$3 per hour for qualifying Spanish/English-speaking employees

Benefits: Eligibility for benefits depends upon hours worked and applicable agency policies. Statutory sick leave and other legally required benefits will be provided as applicable.

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.