

Community Outreach Liaison / Mental Health Counselor

Position Purpose:

The purpose of this position is to improve service to the community, especially in situations where the Easton Police Department responds to incidents involving persons with Mental Illness (MI), Substance Use Disorder (SUD) and Co-occurring Mental Illness Substance Use disorders (CMISU). This position will lead the collaboration between mental health professionals and law enforcement to promote effective strategies to identify and effectively support persons with MI, SUD, CMISU reducing the risk to law enforcement, the individual and the public.

This position will focus on providing support tailored to the behavioral and mental health needs of the individual, and will provide ongoing, non-emergency case management and follow up services to vulnerable populations in Easton working collaboratively with the Community Outreach Officer Unit of the Easton Police Department, the Fire/EMS Department, and the Department of Health and Community Services.

This position will encourage and utilize positive relationships with social support systems such as family, positive peer groups, and/or faith based communities as well as with clinical and professional support systems such as rehabilitation clinics, therapists, and other mental health and addiction treatment service providers to improve outcomes for persons with MI, SUD and CMISU, ultimately striving to reduce the occurrence of emergency-based acute crisis response via 911 and shifting towards ongoing treatment and service.

Performs all other related work as required.

Supervision:

Supervision Scope: Performs varied and responsible duties with latitude for independent judgment and action while planning, administrating and executing program services; works independently and in combination with others with a variety of sensitive and personal medical information, necessitating strict confidentiality and professionalism. Duties require strict adherence to state and federal laws particularly relating to client / patient confidentiality.

Supervision Received: Incumbent must be self-starter able to work with a wide array of interdisciplinary personnel and teams. Incumbent receives policy direction from the Chief of Police/ Deputy Chief of Police and the Director of Health and Community Services, but is responsible for advancing those policies directly or through collaborations and referrals to other staff. Day to day assignments and/or referrals to the incumbent will be made by Police leadership, HCS leadership, the Easton Police Community Outreach Officer Unit, and the Public Health Officer on an ongoing basis. The position is subject to review and evaluation according to the Town's personnel plan.

Supervision Given: May lead the work of the departmental support staff, assigning tasks and instructions. May assign case follow ups to peers and be responsible for ensuring completion of tasks.

Job Environment:

The Community Outreach Liaison/Mental Health Counselor has a physical office with Health and Community Services to provide privacy for those served, and offer related physical health services with peers in the facility, but will frequently deliver services in the community working directly with the Easton

Police Department Community Resource Officer Unit and will assist officers with non-emergency support as needed.

Some work is performed in an office environment and the remainder at clients homes, schools, community events, etc. Contacts are primarily in person, online, by telephone and involve discussing confidential and sensitive information. Contacts with the public require considerable patience and courtesy and the ability to maintain confidentiality.

Makes frequent contact with the general public, other municipal departments, service providers, medical professionals, and local and state governmental and community organizations and agencies.

Has access to department-oriented confidential information and personal information about citizens, the disclosure of which would cause poor public relations for the department as well as the Town.

Hours will be primarily Monday through Friday. Hours will include evening hours so as to be able to work with police officers on the evening shift as well as to perform home visits as part of the community outreach programs. May be required to respond after hours to assist officers in crisis situations in person or by consultation via phone.

Requires the operation of an automobile, telephones, computers, smartphones, tablets and other mobile computing devices, copiers, and other standard office equipment.

Errors could result in adverse public relations, reduced level of services, exposing the town to legal challenges, and could jeopardize municipal programs.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Assist the Easton Police, Fire and EMS, Health and Community Services, and other municipal agencies in identifying and assisting those in the community who are in need of services, especially those services of benefit to individuals with MI, SUD and CMISU .

Provide crisis de-escalation and assessment of immediate behavioral health symptoms and needs. Collaborate with Easton Police Community Outreach Officers on scene to ensure safety of all present. Engage with individuals experiencing behavioral health crises, assess and offer efficient assessment for linkage to continuing care.

Follow up using “Shoulder TAP” type model for individuals referred by Easton Police / Community Outreach Officers post-incident to offer behavioral, mental health, and/or addiction service referrals as situation dictates.

Provide support for those assigned to behavioral health providers to ensure they have appropriate and needed services in place to access care. Assists in identifying and resolving barriers to care. Assist clients in navigating barriers to supportive services like transportation, childcare, and financial needs.

Refer individuals to appropriate medical, psychiatric, housing and/or behavioral health services utilizing collaborating organizations whenever possible to ensure rapid entrance into programs without delay.

Assess and record medical, psychological, and social factors contributing to the individual's unique circumstances, including the assessment of strengths, needs, abilities and preferences.

Works closely with colleagues and community based providers to ensure clients and their families receive access to timely, high quality care and services, including follow up to ensure connection. Serves as client advocate in obtaining necessary services.

Provide screening to individuals to determine eligibility for services and help connect them to programs and services in a timely manner. Ability to successfully connect individuals to the appropriate service in the community. Provide linkage to recovery support activities.

Develops a familiarity and connection with DTA, health care providers, education resources, job training programs, housing resources, parenting groups, local schools, after school programs, and family support groups

Tracks relevant case referral and program/patient follow up metrics to determine success of interventions and supports offered to inform future program decisions.

Participates in interdisciplinary activities with Police, Fire, Health and Community Services, Housing Authority, and others identified as partners.

Attends appropriate professional development opportunities, attends occasional public board and community meetings.

Performs similar or related work as required or as situation dictates.

Recommended Minimum Qualifications:

Education and Experience:

Licensed Social Worker / Masters in Social Work preferred. Experience in counseling, advocacy, and/or case management for individuals with Mental Illness, Substance Use Disorder, and Co-occurring Mental Illness Substance Use disorder required, with a minimum of three years' experience preferred, or any equivalent combination of education and experience.

Special Requirements:

Certification in CPR and First Aid preferred - certification must be obtained within 12 months of hire.

Licensure by the Massachusetts Board of Registration of Social Work as a LICSW; LCSW; LSW; or LSWA strongly preferred. Other comparable professional licensure for similar fields of mental health, addiction, or health fields, such as LADAC and Substance Use Disorder certifications, are also beneficial for candidacy.

Possession of a valid motor vehicle operator's license is required.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of the principles and practices of the physical, psychological, social and economic effects of substance use disorder and Mental Illness is required. Knowledge of homelessness, medical and trauma based issues required. Understanding of social determinants of health and of systems / structures which impede health and wellness in order to successfully advocate for the needs of clients.

Ability: Ability to assess and provide or refer for immediate crisis intervention services. Ability to determine a client's appropriate level of care and successfully connect individuals to the appropriate services. Ability to gather, analyze and evaluate information pertinent to the provision of quality care. Ability to establish and maintain cooperative professional relationships with stakeholders, providers and clients. Ability to communicate effectively and diplomatically with clients, families, town employees and service providers, while maintaining confidentiality.

Skill. Considerable demonstrated skill to establish and maintain effective working relationships with program participants, other personnel, subordinates, other offices and agencies. Skill in operating personal computers and applicable word processing, spreadsheet, database and/or statistical applications may be required. Skill in coordinating various programs and projects simultaneously. Considerable skill in crisis de-escalation and conflict resolution.

Physical Requirements:

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.

While performing the duties of this job, the employee is frequently required to sit, talk, and listen; required to walk, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. Employee must have the ability to use a keyboard and calculator at an efficient speed. During outdoor activities, the work may require lifting of supplies and equipment weighing up to 30 pounds. Vision and hearing at or correctable to normal ranges. Involves travel to meetings and other communities. Involves travel to outdoor and indoor recreation program sites.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Non Union	Grade: E	FLSA Status: Non-Exempt
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