



**CITY OF OLYMPIA**  
invites applications for the position of:  
**Crisis Response Specialist**

**SALARY:** \$27.46 - \$33.37 Hourly  
\$4,759.73 - \$5,784.13 Monthly  
\$57,116.80 - \$69,409.60 Annually

**OPENING DATE:** 08/18/21

**CLOSING DATE:** Continuous

**DESCRIPTION:**

This position is open until filled.

Under direct or general supervision, the Crisis Response Specialist provides access to emergency mental health and substance use treatment services. The Crisis Response Specialist plays a critical role in the effort to reduce the number of calls to law enforcement, provide alternative crisis solutions to the community, and build linkages to needed community resources. Crisis Response Specialists have specialized skills and other supportive capabilities to help individuals with diverse backgrounds that are experiencing a wide variety of issues including houselessness, being under the influence of alcohol or controlled substances, or mental illness. The Crisis Response Specialist is one of the City's frontline employees and is a highly visible part of the downtown service delivery system. The Crisis Response Specialist is the entry level position of the Crisis Response Series and differentiated from the Crisis Response Lead by level of supervisory, operational, and administrative responsibility.

New hires must be fully vaccinated against COVID-19. This is a condition of employment with the City of Olympia. Exemption may be granted for religious or medical purposes; however, accommodations will be subject to approval based on the essential functions required of the position.

**EXAMPLES OF ESSENTIAL DUTIES:**

Essential functions of this position include but are not limited to:

1. Provide non-judgmental, unconditional support to the consumer.
2. Assess for immediate safety and stabilization needs.
3. Engage with individuals that are intoxicated or under the influence of controlled substances and transport them to the appropriate social services.
4. Engage with or transport individuals that are experiencing mental illness to the appropriate treatment facilities in Thurston County and neighboring jurisdictions
5. Transport ill or disoriented persons to shelter, treatment center or other social service agencies within the City of Olympia and neighboring jurisdictions.
6. Transport individuals to necessary non-emergency medical care within the City of Olympia and neighboring jurisdictions.
7. Focused response in the Olympia downtown core.
8. Work interdependently with others toward common goals.
9. Respond to calls for service from dispatch, OPD personnel and other stakeholders in a timely fashion.
10. Complete required documentation within established timeframes.
11. Communicate and collaborate effectively with other team members.
12. Track and compile program data.

13. Attend regular internal and external meetings.

## **TYPICAL QUALIFICATIONS:**

### Knowledge/Skills/Abilities:

1. Experience in counseling, treating and transporting persons under the influence of controlled substances, intoxication, and experiencing mental illness.
2. Ability to provide a range of supportive/helpful interventions and activities.
3. Seek assistance and report incidents to the Lead Worker as necessary.
4. Ability and eagerness to spend time outdoors and in the community with vulnerable individuals, some of whom are experiencing homelessness.
5. Ability to learn and help navigate all applicable resources with the client.
6. Ability to maintain strong professional boundaries.
7. Ability to assess, intervene and follow up on safety and crisis situations
8. Must be able to work respectfully with downtown business personnel, social service providers and others while holding the best interest of the client as the first priority.
9. Ability to accurately track and report program data to Program Manager.
10. Ability to effectively communicate with team members, Department leaders, and other stakeholders.

### Experience/Education:

1. Bachelor's degree in related field preferred;
2. Or four years of experience in delivery of social services;
3. Or a combination of education and experience that demonstrates the ability to perform the essential functions of the job.

### Special Requirements:

1. Availability to work flexible hours (evenings, nights, weekends).
2. Ability to obtain a CPR/First Aid Certification
3. Applicant must successfully pass required background checks prior to an offer of employment.
4. Applicant must successfully pass polygraph exam.
5. Must have reliable transportation, valid Washington State Driver's License, and automobile insurance.
6. Must have an acceptable driving record. (required to provide current driving abstract)
7. Vaccination against Covid-19 is a condition of hire.

## **SUPPLEMENTAL INFORMATION:**

### Contacts:

1. Crisis Response Specialists will have various interpersonal contacts including other City employees, business community, other governmental agencies, and/or the general public.
2. Contacts with other City employees may be for the purpose of supervision, information sharing, and/or work coordination.
3. Requires working with individuals with chronic mental health issues, chemical dependency issues and often medical conditions.
4. Contacts with the business community are often for the purpose of information sharing but may include problem resolution relating to the program.
5. Contacts with the general public are usually for the purpose of information sharing.
6. Some contacts may be difficult, requiring the Crisis Response Specialist to use tact and courtesy when explaining City programs, policies and procedures.
7. The Crisis Response Specialist will always have other City staff to use as a resource in problem resolution.

### Supervision:

- 1. Does not supervise City employees. May occasionally direct the activities of volunteers.

Accountability:

- 1. The Crisis Response Specialist is accountable for the timely, effective, professional completion of all assignments.

Working Conditions:

- 1. Crisis Response Specialists work primarily in the field.
- 2. Field work may include performing duties in hazardous areas, such as: street surfaces, rights-of-way, medians; homeless encampments; alleys; wooded areas, confined spaces; around potential bio-hazards such as used needles and human waste.
- 3. Some assignments will be outdoors requiring work in inclement weather at dirty, wet, noisy or cramped work sites.
- 4. The employee is required to walk long distances.
- 5. This position involves exposure to customers in varying degrees of emotional distress, and physical/verbal conflict.
- 6. Interpersonal contacts may be under verbally hostile circumstances.
- 7. This position requires the physical ability to perform manual tasks, and mobility to navigate all types of surfaces and terrain.

The City of Olympia is an Equal Opportunity Employer, committed to a diverse workforce. Women, people of color, and people with disabilities are encouraged to apply.

---

In order to participate in the recruitment process, accommodations for people with disabilities may be made by contacting Human Resources at (360) 753-8442.

The City of Olympia is an Equal Opportunity Employer, committed to a diverse workforce. We strongly encourage people who are Black or Indigenous, people of color, transgender, non-binary, LGBTQ, people with disabilities, and women to apply.

APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.olympiawa.gov>

Position #2100125  
CRISIS RESPONSE SPECIALIST  
NC

PO Box 1967  
Olympia, WA 98507  
360-753-8305

---

### **Crisis Response Specialist Supplemental Questionnaire**

- \* 1. How many years of experience do you have working with marginalized populations?
- \* 2. How many years of experience do you have working in the behavioral health field?
- \* 3. How many years of experience do you have working with individuals under the influence of alcohol and/or a controlled substance?
- \* 4. How many years of experience do you have connecting individuals to resources?
- \* 5. How many years of experience do you have working w/ individuals in crisis?

- \* 6. What is your level of comfort working outdoors 12 months out of the year?
  
- \* 7. What is your level of proficiency in trauma informed care?
  
- \* 8. What is your level of proficiency in harm reduction?
  
- \* 9. Write a paragraph or two describing your experience working in outreach or as a first responder?
  
- \* 10. List three characteristics you would use to describe yourself?
  
- \* Required Question