



Charles County Sheriff's Office



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

MENTAL HEALTH LIAISON

Division: Administrative Services

Section: Human Resources

Pay Grade: 117

FLSA Status: Exempt

Classification: Full-Time

Telework Eligible: Yes

Updated on: September 2021

JOB SUMMARY

This **operational** position serves as the Charles County Sheriff's Office Liaison and authority on mental health issues and wellness. This position provides assistance to employees who are in need of mental health services by coordinating and connecting employees with services which will aid them in coping with the challenges of crisis and issues related to mental health. The employee must be prepared for, and have, face-to-face contact with persons who may have experienced a significant, often a life-changing traumatic event and/or mental illness. The ability to display compassion, empathy, and provide reasonable consolation are essential to this position. The employee must be available on a 24-hour basis for phone contact and response to incident scenes to provide information on services to the responding officers. The Mental Health Liaison will provide crisis intervention to employees both initially, and as a referral resource for follow up case management. The employee will be responsible for facilitating, managing and consulting for the Critical Incident Stress Management (CISM), Peer Support and Crisis Intervention Team functions of the Charles County Sheriff's Office. The employee will conduct incident debriefs with employees as needed and assigned. The employee receives supervision from, and reports directly to, the Deputy Director Human Resources, Administrative Services Division. Work is evaluated through observations, conferences, and reports.

ESSENTIAL JOB FUNCTIONS

- This is a generalized job description. Specific duties and responsibilities may vary, depending on the assigned location. Duties and responsibilities may be added, deleted, or changed at any time at the direction of management, formally or informally, verbally or in writing.
- Develops in conjunction with the Deputy Director, Human Resources, comprehensive long and short range strategies designed to achieve the goals and objectives of the Office of the Sheriff regarding crisis intervention.
- Functions as a Mental Health Liaison, managing training and the operation of the CIT Program to include planning In-Service training for CIT/CISM/Peer Support Functions.
- Communicate with employees the various mental health services available and the ability to assess the need for hospitalization of the employee, if needed.
- Follow up with employees to ensure the initial crisis was abated and/or implement additional measures as clinically deemed necessary.
- Manage and advise CISM and Peer Support Functions.
- Formulate policies and procedures in accordance with applicable federal, state, local laws, and the Sheriff's Office policies regarding the CIT Program.
- Advises the Sheriff, Lt. Colonel/Chief of Staff, Assistant Sheriff, Major and Command Staff on all matters relating to Critical Incident Stress Management.
- Oversee the Peer Support and CISM Teams. Organize the recruitment, selection and training of officers who will be assisting with the programs.
- Train selected patrol officers, and other relevant staff throughout the Agency, training includes special skills and techniques for managing mentally ill individuals who are encountered in the normal patrol operations.
- Maintains administrative and training records for the CIT. Develop an electronic database of all trained officers.
- Assists with conducting training at the Southern Maryland Criminal Justice Academy of entry level and In-Services training of officers regarding mental health issues and related topics.
- Provide information about community resources to CIT trained officers, and other allied Agency personnel.
- Serve as a liaison between the local law enforcement officers and agencies involved in issues regarding individuals with psychiatric disabilities.
- Facilitate critical incident debriefings with employees after stressful situations and calls.
- Conduct required mental health assessments every two years on all officers (Police, Corrections and Police Communications Officers), making notification regarding any officer who may be having difficulties and might need to be sent for a Fitness for Duty to the Deputy Director, Human Resources.
- Work with the Southern Maryland Regional CIT planning committee in the continuous development and execution of the 40 hour CIT Training Course.
- Will be required to periodically participate in ride-alongs with both CIT Officers and non-CIT Officers.
- Conduct a daily review of the Agency's Computer Aided Dispatch (CAD) system and Crime Information Reports for crime reports to ensure CIT officers were dispatched, if needed.

- Research grants available for Critical Incident Stress Management programs. Establish criteria and assist the Grant Coordinator in applying for new grants and maintaining current grants.
- Assist with the preparation and maintenance of Memoranda of Understanding with all cooperating agencies to ensure the best possible services are provided.
- May be subjected to call outs to assist teams during Hostage Negotiations or during a Critical Incident.
- Perform other related duties, as assigned.

QUALIFICATIONS

Education and Experience:

Licensed mental health professional with five (5) years or more of post Masters experience in either a mental health or related field. Must be a licensed mental health professional either as a Clinical Social Worker/Counselor or Psychologist.

Licenses or Certifications:

- Must possess a valid driver's license.
- Licensed mental health professional either as a Clinical Social Worker/Counselor or Psychologist.

Special Requirements/Qualifications:

- Must pass a comprehensive background investigation.
- Must pass random drug screening.
- Must perform work in accordance with sound safety practices.
- Must report for duty in a regular and punctual manner.
- Must work varying hours on a rotating schedule including days, evenings, midnights, weekends, and holidays, as required.
- Must be available on a 24-hour basis for phone contact and response to incidents as deemed necessary.
- Must be able to communicate effectively and coherently with other Agency personnel and the public, either in person or by telephone.

Knowledge, Skills and Abilities:

- Knowledge of business English, spelling, and punctuation.
- Ability to write, compose, and develop documents, manuals, and other literature.
- Read, write, comprehend, and speak English in a clear, effective manner, using proper pronunciation, diction, and grammar.
- Exceptional interpersonal communication skills. Ability to display compassion, empathy, and provide reasonable consolation and appropriate gestures of comfort where appropriate are essential to this position.
- Ability to assimilate information from a variety of resources. Analyze, evaluate, and select, often with limited information, the best course of action
- Knowledge in the use of office equipment such as a typewriter, calculator, computer, fax, and copy machine.
- Ability to possess interpersonal and communication skills necessary to interact effectively with all levels of public safety organizations and other governmental agencies.
- Ability to plan, organize, and effectively present ideas and concepts to various groups.

- Ability to arrive at effective decisions for routine situations.
- Ability to utilize a high level of discretion, good judgement, and confidentiality.
- Ability to thoroughly understand and carry out complex oral and written instructions.
- Ability to analyze, evaluate, and select, often with limited information, the best course of action.
- Ability to maintain a high level of accuracy in assigned tasks.
- Ability to organize and determine priorities of diverse assignments.
- Ability to accurately proofread reports.
- Ability to enter and retrieve data from the computer system.
- Ability to read and comprehend various documents.
- Ability to maintain composure and work effectively in situations of on the job pressure.
- Ability to maintain effective working relationships with coworkers and supervisors.
- Ability to appropriately accept supervision, criticism, and evaluation.
- Ability to maintain professional decorum at all times.
- Ability to maintain sensitivity to people from varying ethnic, religious, sexual, and socioeconomic backgrounds.
- Ability to deal tactfully, effectively, and equitably with people, both within and outside the Agency.
- Ability to comply with Agency policies and procedures as outlined in the Administrative and Operational Manual.
- Ability to drive an Agency vehicle to and from locations in a safe manner.

PHYSICAL DEMANDS

The work is sedentary with frequent periods of sitting for prolonged periods of time, answering the telephone and operating computer equipment. Must be able to read computer screens and be able to distinguish colors; climb a step stool or stoop down to reach file drawers just above or below arm level; lift may be required to carry financial records and materials to meetings, storage or other locations, as needed; manipulate keys and keyboards, file drawer latches, and file folders (locating, removing, inserting).

WORK ENVIRONMENT

Work is performed both in the field and in an office setting with frequent interruptions. May occasionally involve exposure to potentially dangerous situations and unusual environmental stress and physical threat which requires a range of safety and other precautions. For example: aggressive human behavior or similar situations where conditions cannot be controlled. Submit to, and participate in, Agency-sponsored psychological well-being and stress management examinations to ensure wellness, as directed.