



Managed Mental Health Care Organization for Coos, Curry, Jackson, Josephine, and Klamath Counties
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Position Description

Position: Crisis Diversion Specialist

Employee: Vacant

Supervisor: Treven Whitney

Status: FTE 1.0 Permanent Temporary Exempt

General Statement of Duties: This regional position must conduct support needs assessments on Developmentally Disabled (DD) adults and children in crisis. Crisis assessments are conducted across a 6 County Region (Coos, Curry, Douglas, Jackson, Josephine, and Klamath Counties). Must be able to coordinate crisis services for residential placements, interpret Mental Health (MH) and DD evaluations and establish short term diversion plans to stabilize the individual in crisis. This regional position will be required to demonstrate the ability to collaborate, facilitate, evaluate and coordinate crisis services for (DD) adults and children throughout the Southern Region and the State of Oregon. Must be knowledgeable of the entire DD service delivery system and have extensive knowledge of the Oregon Administrative Rules pertaining to MR/DD mandated caseloads and services. Must be knowledgeable in “positive behavioral supports” and OIS. Must have experience in assessing residential facilities and homes for environmental modifications which may be beneficial to the DD individual in crisis. Experience in Mental Health preferred. Experience in working with dual diagnosed MH/DD individuals who demonstrate very challenging behaviors is also preferred. Must be knowledgeable and understand the process to access residential and crisis bed services throughout the State of Oregon. Must have outstanding communication, time management and computer skills. Position requires extensive travel on short notice to perform duties. Must be available to perform duties after normal 8AM to 5PM working hours.

Supervision Received: The Crisis Diversion Specialist is supervised by the Regional Crisis Manager.

Supervision Exercised: The Crisis Diversion Specialist does not exercise supervision.

Examples of Work Performed:

1. Staff must be able to respond to multiple crises for DD children and DD adults. Staff must be able to coordinate crisis services and effectively communicate with all parties involved. Staff must be able to write Short Term and Long Term Crisis Diversion plans for these DD children and DD adults.
2. Staff will participate in intake system where local case management requests specific assistance on behalf of DD children and DD adults in crisis; review care to assure crisis eligibility (in threat of needing institutional admission); determine immediacy of crisis and prioritize action; provide response to case manager outlining immediate and short term tasks; review case with team.
3. Staff must be able to provide Technical Assistance to assigned DD programs within Region V (6 county Southern Region V area includes Coos, Curry, Douglas, Jackson, Josephine and Klamath counties) and their service providers who are unable to meet client needs and individuals who are in jeopardy of losing community residential placement. This staff person's main objective is to stabilize the individual in crisis. Specific duties include:
 - A. Assess provider/agency stability by reviewing, policies and procedures, individual service plan designs, behavior management plans and data, staffing patterns and any necessary work shift changes, staff training, budget allocation, make/suggest environmental changes to work or living site including barrier-free access, number of other people at site, noise-reducing applications, technical monitoring devices.
 - B. Assess individual status with regards to crisis areas by reviewing behavioral functional analysis (or conduct if not in place), reviewing health care plan, observing staff interaction and implementation of programs.
 - C. Develop individual plan that may include on-site training, access of additional consultants or other specialists, environmental changes at current site, need of short term respite, need for new residential program and/or provider, need of new vocational program and/or provider, need for immediate access to crisis bed services.
 - D. Develop and monitor time-lines for implementation of plan for both individual and program/provider. This should also identify specific measurable outcomes for both the individual and program/provider.
4. Staff must be knowledgeable and understand the process to access residential and crisis bed services through-out the State of Oregon. Specific duties for crisis bed access include the following:
 - A. Determine when immediate access to a crisis bed is necessary.
 - B. Identify which crisis bed will be used.
 - C. Facilitate development of entrance plan and service delivery plan while in crisis bed program.
 - D. Develop exit plan to occur at the end of 90 days including residential, vocational, consultation, transportation, and case management outcomes.
 - E. Monitor plan, make needed changes in outcomes, to closure.
 - F. Monitor and evaluate delivery of services by crisis bed providers and

recommend long term planning strategies for specific population focus (i.e., autism, sexual abusers, dual-diagnosis) and training and technical assistance needs.

G. Develop long term support services.

5. Network with State, Regions, and Local agencies.
6. Interprets, correctly applies, and explains Regional policies, procedures, and governing regulations in responding to questions from the public, volunteers, or other employees.
7. Demonstrates sound judgment in making decisions within established policies and procedures.
8. Researches and recommends changes in regional policies and procedures.
9. Preserves confidentiality as required by Oregon Administrative Rules and program policies.
10. Answers phone in a timely, professional manner with an attitude to willingly meet the caller's needs.
11. Displays consistent positive attitude while performing various tasks in an environment of interruptions and distractions.
12. Promotes team building principles within regional contacts and staff.
13. All duties will be performed according to Policies, Procedures, and Performance Standards.

Minimum Required Qualifications -- Knowledge, Skills and Abilities:

1. Extensive Knowledge of:
 - Oregon Administrative Rules pertaining to the DD service delivery system.
 - Conducting crisis assessments on individuals who have a Mental Health and MR/DD diagnosis.
 - DD resources available to DD individuals in crisis and the ability to establish a short term diversion plan which stabilizes the individual in crisis.
 - Current practices in the delivery of services to MR/DD individuals.
2. Essential Skills :
 - Ability to deal tactfully with sensitive issues
 - Time management skills
 - Strong communication and interpersonal skills
 - Demonstrate expertise in identifying and planning for health care needs, psychiatric needs, environmental design, autism, criminal offending issues

and behavior support services.

- Ability to work as member of a team dealing with crisis intervention.
- Successful experience working with private and public agencies.
- Excellent computer skills.

3. Ability to:

- Work flexible hours, weekends, and travel throughout 6-county Southern Oregon Region
- Operate computer to access and update various files; runs computer and office systems to maximize time, accuracy, and efficiency.
- Utilize and develop office systems to accurately track and meet established deadlines for various assignments.
- To function effectively and calmly under pressure
- Word process forms, letters, memos, reports; make copies and distribute to appropriate agencies, staff and providers.
- Assist with crisis intakes for children and adults; this includes, but is not limited to STD and LTD planning, coordination, screenings, placements, and case noting status of client from initial crisis intake to final outcome and closing file.
- Evaluate residential and vocational services.
- Work in a fast paced crisis environment.

Special Required Qualifications: Possession of a valid State of Oregon driver's license with a good driving record. Be able and willing to drive own motor vehicle or arrange alternate reliable transportation when necessary.

Experience and Training: Bachelor's degree in Human Services related field and two years work experience in working with persons with developmental disabilities or five years equivalent combination of education or work experience.

Working Conditions: This position requires the employee to spend time in a normal office based work environment. Employee may be required to attend interregional meetings at various locations within the state on a quarterly basis. This may also require overnight stay depending upon location of meeting. At times, this position requires extensive traveling to various parts of the state to coordinate, facilitate, and participate in meetings relevant to the determination of individuals in crisis. This position requires frequent overnight travel and flexibility in staff person's schedule which may require staff person to work evenings and/or weekends pending the needs of the client in crisis.

Additional Position-Related Information:

