

**DIRECTOR OF CRISIS ASSISTANCE & TRAINING (HMH)**

**General Statement of Duties and Responsibilities**

Under executive direction, is responsible for administrative oversight of the Mental Health First Aid program. The Director is responsible for developing, maintaining and implementing crisis assistance and training programs for activation and deployment in cases of urgent need as well as natural disasters and other emergencies that affect the delivery of mental health assistance.

**Examples of Typical Tasks**

Plans, develops and implements training programs, based upon the findings of training needs assessments that improve performance, productivity and the ability of the Mental Health First Aid program to achieve its goal.

Researches, tests, and evaluates training curricula and materials on mental hygiene issues. Assesses the utility of state-of-the-art training materials related to government requests for crisis assistance for mentally ill persons at risk in the community.

Identifies training resources both within and outside of the Department, to offer educational training on mental hygiene issues to other city agencies and public organizations which interface with the Department.

Develops new resources for the crisis assistance and training program to assist staff in program development. Identifies public and private funding sources. Develops and reviews requests for funding proposal services.

Provides coordination and linkage of municipal agencies to psychiatric emergencies, Mental Health Law 9.45 and non-emergency requests for assistance. Manages effective service delivery and problem resolution.

**DIRECTOR OF CRISIS ASSISTANCE & TRAINING (HMH) (continued)**

**Examples of Typical Tasks (continued)**

Supervises a team of professional employees which may include: social workers, senior consultants, psychiatrists and community liaison workers.

Manages the operations of the Office of Community Resilience, including staff supervision, program implementation, evaluation and integration with other mental health provider systems and relevant local state agencies.

Investigates specific issues and problems and prepares reports as directed.

Advises the executive leadership on and participates in the formulation of policies and programs of crisis assistance and training offered to other city agencies and public organizations which interface with the Department.

Initiates and participates in major studies and research activities relating to the enhancement of mental hygiene services. Communicates findings and actions to executive leadership.

Represents the agency and/or the Deputy Commissioner at conferences, meetings, and seminars within and outside the agency.

**Qualification Requirements**

1. A masters degree in social work, public health, public administration, organizational psychology, or adult education and four years of professional administrative/managerial experience in mental hygiene programs, including clinical mental health experience, experience in developing grant proposals, policy analysis and research methodology, and the development and evaluation of training programs; or,

**DIRECTOR, CRISIS ASSISTANCE & TRAINING (HMH) (continued)**

**Qualification Requirements** (continued)

2. A baccalaureate degree from an accredited college and five years full-time paid professional administrative/managerial experience as described in “1” above; or,
3. A satisfactory equivalent. A graduate degree in social work, public health, public administration, organizational psychology or adult education may be substituted for one year of the required managerial experience.

**Lines of Promotion**

**None:** This position is classified in the Non-Competitive Class.