



JOB TITLE: Behavioral Health Support Specialist
DEPARTMENT: Fire & EMS
CLASSIFICATION: Full-Time
FSLA STATUS: Exempt

MIAMI TOWNSHIP FIRE & EMS
Job Description

POSITION SUMMARY

The Behavioral Health Support Specialist: (a) works in coordination with the Fire & EMS and Police departments to establish and support behavioral health and wellness programs; (b) assists with crisis intervention responses and other incident-related responses to provide additional layers of support and resources for the responders and other involved parties; (d) assists and coordinates the departmental clergy programs and resources; (e) researches, acquires, provides, and assists with training programs that coordinate with the Township's overall health and wellness programs; (f) coordinates with the Human Resources department on various employee assistance needs; (g) coordinates with other health and wellness providers and agencies throughout the region on various programs and initiatives.

REPORTING RELATIONSHIPS

- Reports to the Division Chief of Community Risk Reduction

SUPERVISION EXERCISED

- None.

MINIMUM QUALIFICATIONS AND CERTIFICATION REQUIREMENTS

- A history of progressive and tenured experience in any of the following fields: social work, family service counseling, behavioral health disciplines, licensed psychiatry or psychology therapy, mental health counseling, crisis intervention counseling, or other relevant behavioral health field.
- Superior oral and written communication skills.
- Comprehension of technical data, written instructions, educational curriculum and verbal orders.
- Computer literacy in Microsoft Office programs and other software programs.
- Valid state issued driver's license

PREFERRED

- Associate or bachelor's degree in any of the fields listed above.
- Willingness and ability to obtain training and/or certification to serve in a lead role in peer support teams, critical incident stress management/debriefing sessions, and crisis intervention counseling upon appointment.





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ESSENTIAL FUNCTIONS

The Behavioral Health Support Specialist will be required to:

General

- Establish and maintain effective working relationships with various external agencies, other Township departments, MTF&EMS and MTPD staff, family, and members of the public.
- Perform administrative functions in support of the mission of the Township, the operational objectives of MTF&EMS and MTPD, and the needs of the community.
- Develop policies, programs, and creative initiatives that support the mental and physical wellbeing of the members of MTF&EMS, MTPD and their families.
- Work with the Division Chief of CRR and Community Health Coordinator on various projects and issues related to preventative health matters within the departments and the community. Identify and develop strategies aimed at mitigating the effects of newly arising behavioral and public health threats or challenges within the community that may subsequently impact MTF&EMS and MTPD.
- Obtain the proper training and/or certification to serve as a peer support team member, critical incident stress management/debriefing provider, and crisis intervention counselor as needed.
- Plan, develop, organize, review, and deliver public education and information programs for internal and external customers. Coordinate with and support the shift personnel that are assigned to these functions.

Field Work

- Assist with crisis intervention needs on emergency and non-emergency scenes.
- Respond to incidents to serve as a liaison between the Township and residents to assist with behavioral health needs and resources related to an emergency, i.e., consolation and support in the event of a death or significant injury, catastrophic natural or man-made disaster, or any mentally traumatic event.
- Meet with various civic groups and organizations to encourage public education and devise new methods for departmental outreach. Will also identify “at-risk” or groups with needs that may not be currently addressed or that arise.
- Participate in ride-a-longs with on-duty personnel periodically to build rapport, break down barriers, and establish effective and efficient communication pathways.
- Provide assistance and resources to any MTF&EMS and/or MTPD personnel that may be experiencing a crisis on-duty or off-duty. Follow up after significantly impactful emergency scenes to ensure public safety personnel are processing these events appropriately and ensure any needs for assistance will be addressed.





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Station Work

- Create time and space for opportunities to meet with any public safety personnel who have a need or desire to discuss personal and/or professional issues.
- Assist with the preparation of multimedia resources for public safety personnel to access across a variety of topics that relate to mental and physical health and wellness. Develop training programs and opportunities to support these resources.
- Attend and participate in various departmental ceremonies and events. Serve as clergy if appropriately trained to offer invocations and benedictions as necessary.
- Complete documentation and data entry into the department's RMS software programs related to all assigned functions.
- Perform basic office work functions, such as copying, scanning, typing, filing, writing memos and sorting.
- Research, review, and recommend programs that will improve the effectiveness and efficiency of the delivery of public safety services related to behavioral health and wellness.
- Prepare purchase orders and/or budget requests as necessary.

WORK EXPECTATIONS

Work Ethic

- Maintain a high regard for personal efficiency and effectiveness.
- Demonstrate self-motivation and enthusiasm.
- Demonstrate pride in organization and self.
- Display honesty, trustworthiness, and accountability.
- Maintain physical ability to perform essential functions of the position.
- Maintain high ethical and moral standards. Report any attempted bribes and/or gratuities.
- Work well with other Miami Township departments and various external county and state agencies.
- Deliver a high level of customer service to internal and external customers.
- Demonstrate fair and non-judgmental treatment of all personnel.
- Effectively manage confidential, difficult, and sensitive issues using tact and diplomacy, considering the organizational culture, climate, and/or politics involved.
- Maintain a high level of accuracy and confidentiality concerning financial and personnel matters.





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Time Management

- Arrive at work punctually and prepared for duty.
- Adapt to a variable schedule, as often necessary in responding to emergencies or details with very short, or no notice. May be required to work outside of the normal workday and work week.
- Demonstrate self-control and an ability to manage time, multiple projects, and priorities with minimal supervision.
- Complete reports and assignments in a timely manner.

Teamwork and Customer Relations

- Interact with the public and coworkers in a positive and professional manner.
- Create ideas that improve production, organizational performance, or result in cost or time-savings for the Township. Use critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Develop strategies to cope with stressful situations involving various personality types and expectations.
- Develop and maintain cooperative and professional relationships with internal employees and external county and state agencies and organizations.

Professional Development

- Actively participate in ongoing continuing education that is offered by the department and outside training that is requested or required.
- Maintain certifications.
- Pursue continuing education that focuses on employee and community behavioral health, peer support, CISM/CISD, crisis intervention, customer service, team building, and any other educational opportunity that can improve one's knowledge, skills, and abilities.
- Research and recommend educational offerings for the various levels of the organization that will assist with the professional and personal development of its members related to behavioral and physical health.





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WORKING CONDITIONS AND PHYSICAL DEMANDS

The work environment characteristics described below are representative of those an employee may encounter while performing the essential functions of this job.

- While performing the duties of this position, the employee may be required to: stand, walk, balance, sit, kneel, crouch, stoop, climb, bend, or crawl; use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms; climb stairs; and be able to traverse unstable surfaces.
- Duties may involve moving materials weighing up to 50 pounds, such as boxes, office equipment, etc., and occasionally items weighing over 100 pounds.
- Manual dexterity and coordination are required approximately 75% of the work period while operating equipment such as a computer keyboard, telephone, motorized vehicle, instruments, and tools used in the delivery of services.
- At times, the employee will be required to operate in conditions where noise levels are elevated, and hearing protection may be required. The noise level in the work environment is typical of most office environments.
- In the course of duties, the employee may encounter hazardous materials, blood-borne pathogens, and/or other hazardous environments.
- Part of the work period may be spent in other environments, which may expose the employee to inclement weather, hazardous materials, and other extreme and/or dangerous environments where personal protective equipment may be required.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus with or without corrective measures.

TOOLS AND EQUIPMENT

This position requires the ability to utilize and operate the following types of specialized equipment. This list should not be considered “all-inclusive”, as other specialized types of equipment may be required, but will include all equipment carried on MTF&EMS apparatus.

- Staff cars and fleet vehicles
- Department issued Personal Protective Equipment and accessories
- Portable and/or Mobile Radio, Cell Phones and Smart Phones
- Computers and Audio/Visual Equipment: Desktops, laptops, tablets, projectors, display screens/boards, smart televisions, Wi-Fi and Bluetooth devices, speakers, and microphones.
- Other department issued equipment related to this position





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DISCLAIMER AND EMPLOYEE ACKNOWLEDGMENT

The information provided in this job description is intended to indicate the general nature and level of work performed by an incumbent within this position. It is not to be interpreted as a comprehensive inventory of all functions, responsibilities, duties, qualifications, working conditions and physical demands required of employees assigned to this position. Management has the sole discretion to add, modify and/or designate functions, responsibilities, duties, qualifications, working conditions and physical demands of the position at any time. This job description does not constitute an employment agreement between the employer and the incumbent. By signing below, I acknowledge that I have read and understand this Job Description and the provisions of this Disclaimer.

 Signature

 Printed Name

 Date

DATES AND APPROVALS

Authorized by:

 Signature

 Printed Name

 Date

