



Public Safety Clinical Coordinator #03190

City of Virginia Beach – Job Description

Date of Last Revision: November 19, 2024

FLSA Status: Exempt

Pay Plan: Administrative

Grade: A13

City of Virginia Beach Organizational Mission and Values

The City of Virginia Beach exists to enhance the economic, educational, social, and physical quality of the community and provide sustainable municipal services which are valued by its citizens.

The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Develops and monitors well-being resources and services for Public Safety Department's workforce through research, assessment, coordination of case management, and implementation of various health, wellness and resiliency programs. Ensure compliance with occupational safety and health regulations and City policies. Responsible for researching, assessing, coordinating case management, and implementation of various mental health, wellness, and resiliency programs. Serve as the departmental liaison to the office of Occupational Safety and Health Services (OSHS) on matters related to employee mental health surveillance, monitoring, and mitigating threats to responder mental health.

Representative Work Functions and Responsibilities

- Conduct individual or group evaluation/assessments and recommend appropriate resources and services to improve psycho-social functioning.
- Assist in departmental accident/incident and near miss investigations as needed.
- Ensure accidents/incidents are reported to OSHS; and critically analyzes incident reports and statistics to identify injury/illness trends.
- Determine areas for increased training and to provide regular reporting to command staff with an emphasis on accident prevention.
- Serves as a resource for developing departmental safety plans.
- Coordinate total well-being initiatives for public safety members including necessary case management functions related to service referrals, coordination of care, monitoring/follow-up, connect with contract services, and case documentation in accordance with quality assurance and professional client standards.
- Complete initial and recurring comprehensive needs assessment for referred individuals.
- Implement and support education and awareness initiatives to improve the overall health and quality of life for members.
- Assess department wellness offerings by tracking utilization of programs.
- Assist in the admission process for each of our members, interviewing, assessing, and creating Individualized Service Plans for each member that seeks the services.
- Formulate recommendations regarding program enhancements to ensure their ongoing effectiveness of tools in addressing the unique challenges faced by first responders and those who support them.
- Maintain related records and databases, monitor utilization of programs.
- Ensure all treatment related documentation is completed and documented appropriately with strict adherence to confidentiality and privacy laws.
- Conduct training to educate supervisors and senior leadership to identify when to provide appropriate intervention, resources, and proactive support. This will include specialized training for supervisors to identifying physical, cognitive, emotional, and behavioral reactions to traumatic incidents.
- Collaborate with senior leaders and department supervisors developing and implementing employee wellness policies and programs; and ensure consistent communication about these programs across the organization.
- Serve as the department's Peer Support Team Co-coordinator.

Performance Standards

- Perform assessments, develop wellness and resiliency programs and plans, make referrals utilizing complex techniques in gathering and analyzing data.
- Encourage healthy living and individual approaches to foster stress reduction and personal resilience.
- Lead health awareness campaigns designed to educate employees about preventative care measures.
- Coordinate and assist with clinical interventions.
- Maintain confidentiality of participants to create a safe and supportive climate for members requiring assistance.
- Identify gaps in case or staff service delivery mechanisms.
- Make some decisions independently with most decisions made after consultation with Occupational Health Services.
- Maintain accurate internal program quality controls and complete assigned projects
- Actively pursue investigations, job safety analyses, and employee concerns to minimize potential exposure to hazards
- Maintain highly accurate internal program quality controls in a most timely manner.
- Pursue routine projects assigned by supervisor and complete them effectively.
- Maintain a moderate level of current expertise about extremely difficult human problems through moderately sophisticated training involvement.
- Properly interpret federal and state OSHA regulatory requirements, and municipal and departmental safety policies.

Minimum Qualifications

- Requires a four (4) year degree in a human services field (such as psychology, behavioral or mental health, special education, social work) and five (5) years utilizing the required knowledge, skills, and abilities and associated with such positions as clinician, counselor, therapist, social worker, psychologist or psychiatric nurse OR any combination of education (above the high school level) and/or experience equivalent to nine (9) years in fields utilizing the required knowledge, skills, and abilities associated with such positions.
- Must have, or obtain, a current and valid DMV driver's license.
- Licensed Professional Counselor (LPC), Licensed Clinical Social Worker (LCSW), or Certified Professional Counselor (CPC); or licensed eligible currently under supervision.

Special Requirements

- All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

Knowledge, Skills, Abilities Required to Perform Satisfactorily

A. Knowledge

1. Knowledge of and/or experience working within a holistic wellness program to provide broad-based services to diverse employee groups.
2. Fundamental knowledge of OSHA tracking and reporting.
3. Knowledge of mental health/ substance use/ assessment techniques
4. Knowledge of crisis intervention techniques.
5. Knowledge of moderately complex human problems.
6. Knowledge of variety of counseling techniques.
7. Knowledge of crisis intervention techniques.
8. Knowledge of behavioral health or developmental services clinical record documentation.
9. Knowledge of interview, treatment planning, and case management techniques.
10. Knowledge of Employee Assistance Programs and related services.

B. Skills

1. Skill in analyzing and synthesizing data to make recommendations.
2. Skill in diagnosing, assessing and devising treatment.
3. Skill in utilizing appropriate therapeutic counseling.
4. Skill in organizing time and scheduling resources appropriately.
5. Skill in case management, coordinating processes, and assessing program utilization and effectiveness.
6. Skill in professional writing and oral communication.
7. Skill in conducting interviews and identifying appropriate resources.

C. Abilities

1. Ability to establish and maintain effective work relationships with internal and external stakeholders.
2. Ability to maintain effective rapport.
3. Ability to handle sustained mental stress.
4. Ability to establish and maintain effective work relationships with internal and external stakeholders.

5. Ability to communicate complex client information both verbally and in writing.
6. Ability to monitor client care effectively and in complex situations while fostering linkages with appropriate resources.
7. Ability to initiate and facilitate a referral following identification of client needs.
8. Ability to exercise judgment in comparing alternatives and making decisions.
9. Ability to make some decisions independently in accordance with program standards and program descriptions.
10. Ability to understand and follow complex oral and written instructions.
11. Ability to operate an automobile.

Working Conditions

Working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level both internally and externally with all posted open positions.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

DISCLAIMER:

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.