



**Orange County Department of Education
Human Resources Department
Classified Management Class Specification**

Program Specialist, Crisis Response Network

**Class Code: 1384
Work Days:225**

GENERAL PURPOSE

Support the day-to-day development, implementation, and management of the Crisis Response Network (CRN) throughout Orange County. To provide resources and program development, coordinate safe school training, staff development, and crisis response training; and coordinate linkages between school districts, mental health agencies, law enforcement, fire authority, community based organizations, and other CRN partners.

SUPERVISION RECEIVED AND EXERCISED

1. Receives direction from higher-level management staff.
2. Exercises direct supervision over professional, technical, and clerical staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Recommend and assist in the implementation of goals, objectives, and strategic plan; establish schedules and methods for providing specialized services; implement policies and procedures.
 2. Plan, coordinate, and implement CRN and CRT services and activities county-wide.
 3. Serve as a liaison between the Department, local school districts, and other community-based agencies; support local school districts with resources, program development, and training.
 4. Provide and/or coordinate prescribed training on Crisis Response Protocol for schools and CRN/CRT partners throughout Orange County.
 5. Promote the participation of community partners from mental health agencies, law enforcement, and fire authority agencies with Orange County school districts.
 6. Collaborate with School Administrators in developing safe school and crisis response plans as well as safe school partnerships.
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ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

7. Provide crisis response support for program staff and activities, including planning and conducting meetings for parents, school administrators, youth serving organization directors, and service delivery staff.
8. Notify and coordinate school based death notification for impacted school sites.
9. Select, train, supervise, and evaluate assigned personnel; work with employees to correct deficiencies.
10. Provide coaching to employees; collaborate on goal development, set clear expectations, provide constructive feedback, and check in regularly for understanding.
11. Plan, prioritize, assign, and review the work of staff; prepare work schedules for appropriate staff.
12. Provide technical assistance and strategies for school site safety, suicide assessment and crisis response.
13. Assist in grant writing and resource development to sustain funding for CRN/CRT services and activities.
14. Develop, implement, and maintain reporting procedures in order to document, evaluate, and make recommendations regarding the effectiveness of programs, services, and products that have been developed to meet the established goals and objectives of the CRN.
15. Maintain the CRN and CRT responder database.
16. Plan and support the training of CRN and CRT members and coordinate activities needed to maintain effective team response county -wide.
17. Serve as a resource and support to CRN and CRT members.
18. Must demonstrate attendance sufficient to complete the duties of the position as required.
19. Perform related duties similar to the above in scope and function as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Principles of effective supervision, leadership, training, coaching, and performance evaluation.
2. Principles and strategies of school safety, crisis response, and/or International Critical Incident Stress Foundation (ICISF): Critical Incident Stress Management Model (CISM).
3. Critical Incident Stress Management Model (CISM) Interventions: Advanced Group Crisis Intervention, Group Crisis Intervention, Assisting Individuals in Crisis Intervention and Managing School Crises
4. Recent research findings and trends relating to safe schools, suicide assessment, and crisis response.
5. California Education Code, California Administrative Code, and the policies, rules, and regulations of the Orange County Department of Education.
6. Principles of management and organization.
7. Instructional and behavioral management strategies.
8. Successful collaboration strategies.
9. Community based organizations, mental health agencies, educational agencies, law enforcement agencies, fire authority, other local, state, and federal agencies, and private organizations and businesses that may serve a role in CRN.

Ability and Skill to:

1. Select, train, lead, coach, direct the work of, supervise, and evaluate professional and technical employees; effectively delegate authority and responsibility.
2. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
3. Effectively adapt and adjust program services to meet changing priorities and customer-specific needs.
4. Plan and facilitate activities and procedures designed to support the CRN and CRT.
5. Create and maintain a strong and cooperative working relationship with CRN partners, other agencies, committees and boards, and interested groups and individuals.
6. Coordinate between OCDE divisions, Orange County school districts, and other emergency responder organizations to sustain effective emergency response procedures.
7. Establish and maintain effective working relationships with various constituencies.
8. Interpret and explain laws, codes, contracts, policies, and procedures.
9. Develop and present professional development activities/trainings.
10. Prepare clear and concise correspondence, reports, and other written materials.
11. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
12. Communicate clearly and concisely, both orally and in writing, in English; present information effectively in front of both large and small groups.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is a Bachelor's degree from an accredited college or university with major course work in psychology, sociology, social work, education, or a related field, and four years of increasingly responsible experience in programs and services which address issues of crisis response and safe school planning, collaboration, and program implementation.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and carry up to 25 pounds; and lift from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces.

Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable time frame; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee typically works in an office environment that is fast paced with high pressure.

6/10, 8/18, 8/19