

CITY OF CHATTANOOGA
Classification Specification Title: Co-Responder Manager

Department: Police	Pay Grade: GS.13
Supervision Received From: Police Major	FLSA Status: Exempt
Supervisory Responsibility For: Co-Responder	Established: 11/14/2022
	Revision Dates: 4/16/25; 8/27/24; 10/20/23

CLASSIFICATION SUMMARY:

Incumbents in this classification supervise and direct the actions of co-responders engaged in responding to and evaluating mental health-related crises. They are dispatched through the emergency communications center, provide follow-up services, and connect individuals to community resources that meet their emotional, behavioral, and basic needs. Responsibilities include planning, instructing, supervising, assigning duties to subordinates, providing leadership, training, collecting data, and evaluating job performance.

SERIES LEVEL:

The Co-Responder Manager is the second level of a two-level series.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Supervises co-responders to prioritize and assign work; conducts performance evaluations; ensures staff is trained; ensures that employees follow policies and procedures; maintains a healthy and safe working environment and makes hiring, termination, and disciplinary recommendations.

Supervises the day-to-day activities associated with the Crisis Co-Response Unit, which includes maintaining, administering, and implementing standard operating procedures, quality assurance standards, policies, goals, objectives, work plans, and workflow; ensuring processes and systems meet operational and program performance and ensuring compliance with applicable laws, ordinances, codes, rules, regulations, standards, policies and procedures.

Collects, collates, analyzes, disseminates, evaluates Co Response data, and creates reports/bulletins to identify trends, patterns, and changes in mental health-related activity.

Facilitates the transfer of referral information between referring sources and co-response units.

Engage in Crisis Co-Response dispatch alongside a CIT officer pertaining to the Crisis Co-Response Unit with in-field response.

Creates, prepares, and uses training materials to enhance the capabilities of new and current mental health professionals, LE personnel, and community members.

Establishes and maintains effective communication and working relationships with city employees, representatives of other agencies, and the general public.

Educes the public and law enforcement personnel on mental health trends and prevention through presentations, training courses, developing reading material and websites.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

A master's degree in a clinical field (social work, counseling, psychology) from an accredited four-year college or university or any combination of equivalent experience and education.

A related professional license (LCSW, LPC, LMFT)

Four years of experience working in a clinical field (counseling/therapy, crisis response, other behavioral health care setting)

Designated Mandatory Pre-Screening Agent

LICENSING AND CERTIFICATIONS:

CPR and First Aid certified

KNOWLEDGE AND SKILLS:

Knowledge of trauma-informed care, developmental stages, crisis intervention/response, verbal de-escalation, substance use/abuse and dependence, and mental health diagnoses as identified in the DSM-V; above-average assessment skills (particularly in regard to the risk of harm to self or others); knowledge and ability to implement Crisis assessments including but not limited to CSSR-S and GAIN-SS; knowledge of inpatient and outpatient referral process; knowledge of community resources; knowledge of Federal, state, and local laws, regulations, policies and

procedures governing the Committal process; knowledge of Tenn. Code Ann. § 33-6-104; knowledge of the criminal justice system, its operations, and investigative methods; principles and practices of supervision and management including operational analysis, resource allocation, and training methodology and techniques; structure, function, mission, rules, and regulations, and the role of the assigned unit within the department; principles and techniques of inductive and deductive reasoning.

Skill in computer and related software applications; interpreting, applying, and communicating applicable laws, ordinances, codes, rules, and regulations; speaking in public; applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines; identifying alternative solutions and establishing and maintaining effective working relationships with other employees and those contacted in the course of the work; oral and written communication; multitasking; computer operations.

PHYSICAL DEMANDS:

Must be able to physically respond quickly to avoid danger, including the ability to crouch or kneel. Must be able to remain in a stationary position 50% of the time, traverse uneven terrain, climb stairs if needed, and be able to work in severe weather, including extreme heat or cold. The candidate must be able to lift up to 10 pounds and wear a tight-fitting ballistic vest for extended periods if requested by law enforcement.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.