

# CITY OF CHATTANOOGA

## Classification Specification Title: Mental Health Co-Responder

**Department: Police**

**Pay Grade: GS.11**

**Supervision Received From: Co-Responder Manager**

**FLSA Status: Exempt**

**Supervisory Responsibility For: None**

**Established: 8/23/2023**

**Revision Dates: 9/11/25;  
4/02/25; 1/31/25; 10/20/23**

### CLASSIFICATION SUMMARY:

Incumbents in this classification work within the Crisis Co-Response Unit partnered with a police officer, balancing immediate crisis intervention response to individuals of all ages experiencing mental health-related crises that are dispatched through emergency services and providing proactive and auxiliary support to the homeless population. Responsibilities include crisis intervention, assessment, connecting to community resources, advocacy, treatment facilitation, community outreach, education, training, data collection, and short-term follow-up services within an interdisciplinary team. Works under the supervision of the Co-Responder Manager.

**SERIES LEVEL:** This is the first 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.)*

Co-respond with patrol officers to mental health and substance-induced crises city-wide.

Balance immediate crisis response with ongoing engagement and support for people experiencing homelessness.

Engage in evidence-based de-escalation and crisis intervention techniques while on the scene with individuals experiencing the crisis.

Conduct crisis, safety, and clinical assessments to determine the appropriate level of care during client encounters.

Proactively engage with individuals experiencing homelessness, building relationships, and assessing their needs. This includes regular visits to encampments, shelters, and other areas where homeless individuals congregate.

Initiate voluntary and involuntary inpatient treatment referrals when appropriate.

Engage in safety planning and provide outpatient referrals and resources to clients and their loved ones when appropriate.

Provide short-term follow-up services including support, information, education, services, and resource linkage to clients and their loved ones.

Provide education and information regarding mental health diagnoses, the mental health system, and accessing treatment to clients and their loved ones.

Build and maintain effective working partnerships with law enforcement personnel.

Attend all assigned departmental meetings, briefings, training, and collaborative meetings with local law enforcement, and community systems (mental health, judicial, healthcare, faith-based, educational) addressing mental health needs and systems change.

Attend scheduled supervision with the Co-Responder Manager.

Adhere to all documentation and charting requirements as dictated by the Crisis Co-Response Unit's Operating Procedures.

Demonstrate an ongoing commitment to inclusivity through effective working relationships with diverse clients, co-workers, and service providers.

Establishes and maintains effective communication and working relationships with city employees, community partners/agencies, and the general public.

Educates the public and law enforcement personnel on mental health and crisis intervention related topics through presentations, training courses, and other formal and informal learning opportunities.

Completes crisis standards training as determined by the Tennessee Department of Mental Health and Substance Abuse and other federal, state, and local regulating agencies when appropriate.

Must be available for a 10-hour first or second shift and some weekends. Must be flexible as these demands may change.

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:

Must hold a Master's level 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.

This is a safety-sensitive position requiring a pre-employment background check, polygraph, drug screening, and fingerprinting.

#### LICENSING AND CERTIFICATIONS:

Currently holds a professional license (LMSW, LCSW, LPC, LMFT) or is on track to obtain one within six (6) months of employment.

Mandatory Pre-Screening Agent designation is preferred.

#### KNOWLEDGE AND SKILLS:

Knowledge of and adherence to professional code of ethics; knowledge of Tenn. Code Ann. § 33-6-104; criminal justice system, its operations, and investigative processes; structure, function, mission, rules, and regulations of the Police Department, and the role of the assigned unit within the department; principles and techniques of inductive and deductive reasoning; mental health diagnoses (as identified in the DSM-V-TR) and experience working with individuals exhibiting these symptoms (e.g., substance use, hallucinations, delusions, personality disorders, post-traumatic symptoms, intellectual/developmental disabilities); federal, state, and local laws, regulations, policies, and procedures governing the involuntary assessment and treatment processes (e.g., 6401, 6404s or Certificate of Need); crisis assessment and assessment tools (e.g., CSSR-S); intervention/response (particularly in regards to the risk of harm to self or others); verbal de-escalation; and trauma-informed practices; community resources and their referral processes (including inpatient and outpatient services).

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. Ability to travel on occasion to both local and out-of-state conferences, trainings, and presentations.

#### PHYSICAL DEMANDS:

The candidate must be able to lift up to 10 pounds, wear a tight-fitting ballistic vest at all times while on duty, and remain in a patrol car for extended periods of time.

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.

#### WORK ENVIRONMENT:

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

Requires situational awareness in actively observing and anticipating potential hazards and risks and working with law enforcement to take necessary precautions that ensure safety. 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. This role will require riding in a police car for extended periods of time with a partnered police officer. The role will also require

wearing a tight-fitting ballistic vest, implementing situational awareness, and the ability to work in various terrains, with potential hazards and risks, and in severe weather. This role is considered essential personnel, requiring potential response during inclement weather conditions.

**SPECIAL REQUIREMENTS:**

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: Y

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.