



HUMANIDAD

Therapy & Education Services

In Response Community Resources Navigator Job Description

Mission Statement	Core Values
<p>Humanidad’s mission is to strengthen the lives of the Latinx community by increasing access and utilization of community mental health resources. We transcend barriers and reduce stigma by providing culturally proficient therapist training, inclusive community education, and bilingual therapy services.</p>	<p>Compassion – We serve our community with commitment and dedication. Culture – We respect and honor all cultures. Integrity – We take great pride in providing high quality services. Heart-Driven – We do the work because we love the work.</p>

Humanidad Therapy & Education Services envisions healthy and thriving communities where the stigma associated with mental health does not exist and all have access to quality and compassionate culturally sensitive therapy services.

The In-Response Community Resources Navigator position is a crucial role in our organization as Humanidad needs to quickly change its role. You are responsible for performing a full range of activities that will positively impact the organization and contribute to guiding the strategic operations for the Agency.

The In -Response Community Resources Navigator will be the person responding to clients in distress and challenging situations in need of support with resources for their well-being.

The In- Response Community Resources Navigator will be connecting clients with resources and providing information about Humanidad events to encourage participation in ongoing HTES programs and events in order to increase awareness and to break stigma in Mental Health.

The in-Response Community Resources Navigator educates the community on Mental Health services, Suicide Prevention and Substance abuse prevention and participate in community outreach events

The in-Response Community Resources Navigator individualizes the approach for each client including gathering relevant documents, consulting with appropriate referring agencies and involved parties and initiating conversations about needs and expectations.

The in-Response Community Resources Navigator would also be responsible for taking protected information from the clients and utilizing what is shared to pair the client with the available resources

Hours: Part time (20 hours per week) some weekends and evenings

Reports to: Program Manager

Compensation: \$25.00

Language Skills: Bilingual English/Spanish

CA Driver License: with an insurable driving record,

Exempt: No

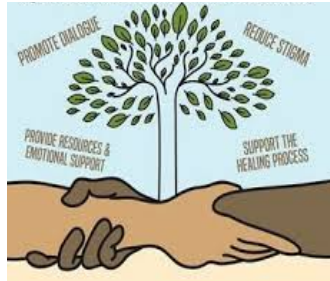
Localization: Main office, remotely, clinics, work field, In Response Quarters



In Response Community Resources Navigator Job Description

The in-Response Community Resources Navigator:

- Promote Connections
- Provide Resources
- Reduce Stigma
- Support Healing Process
- Engage Community Leaders
- Take Action
- Educate



The in-Response Community Navigator provides support in the planning and operation of services to ensure smooth functioning and clear communication. Under direction of the Program Manager, advocates for and represents clients, their family members and the loved ones of mental health clients and supports and facilitates timely and informative interactions between family members and mental health service programs and staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Peer/Family Advocate Support

- Provide system navigation for clients who have just experienced an acute mental health challenge. Assist in accessing various medical, detention and psychiatric care facilities as needed and directed.
- Encourage client efforts at utilizing community support and peer-based support.
- Provide transportation in personal and agency vehicles as directed.
- Facilitate peer and family support groups as needed.
- Assist Program Manager in planning, implementing and monitoring services to meet the needs of the client and their family members.
- Provide input to the Program Manager and other members of the In-Response Team in the development of peer and family member policies.
- Represent peers and family members within the mental health system and provide individual support and accurate information to assist families or support persons interacting with the system, community support and services. Assure that services are delivered with cultural sensitivity and in the preferred language of the family receiving support services. Provide accurate and relevant information to the client and family members regarding legal processes in the mental health system.
- Represent client and family members' issues to mental health managers, supervisors and staff to enhance awareness and sensitivity regarding family member concerns.
- Train, inform and assist client and family members in developing skills to enable them to care for and effectively advocate for the client and family members receiving services. Provide similar training to mental health staff to facilitate client and family involvement in services.



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- Provide support and information to assist family members of persons and individuals with mental health challenges who are incarcerated in the county jail by way of coordination and communication with the Mental Health Jail Liaison.
- Collaborate with the Patient Rights Advocate to ensure clients and families are aware of current legislation that will impact the services provided to client and family members.
- Investigate concerns and/or grievances as a designated representative of In-Response clients and family members or identified support persons. Maintain written records of client / family members' or identified support persons' requests for assistance, including describing problems, actions taken, and results. Enter, track and manage client and family services data in our electronic health records; generate reports as needed. Communicate effectively with the client, family or identified support persons, treatment staff, supervisors, managers, administrators, support staff, Patient's Rights Advocate (PRA) and other involved entities, about concerns or grievances pertinent to the request for services.
- Attend team meetings for In-Response and the Family Service Coordination Program.

Outreach/Engagement

- Represent client and family interests in various community committees and task forces.
- Perform community outreach and engage in public speaking to increase public awareness of the impact of mental illness on clients and families, and the importance of family involvement in the treatment of client members.
- Establish and maintain collaborative relationships with peer and family support groups and other community providers.
- Help organize and participate in community events to promote Buckelew Programs' services, provide resources, and decrease stigma.
- Develop and maintain community resources in order to provide peers and families and consumers with appropriate and up-to-date resources and support.
- Recruit and assist in the supervision of volunteers and interns to enhance family service programs and support clerical tasks.

QUALIFICATIONS:

- Education and Experience: BA/BS degree in Social Science discipline; OR Peer Support Specialist Certification; OR Patient Navigation Certification; OR Certification in Community Health, Advocacy, Drug and Alcohol or similar discipline. A minimum of one-year experience working with adults with serious and persistent mental illness or children diagnosed with serious emotional disturbance as a Peer Support Specialist or Family Advocate, or significant involvement and work in the mental health family advocate movement. Strong understanding of mental health systems, community services and supports identified through experience.
- Professional: Computer and office skills in Microsoft Word, Excel, Google Docs, email, fax, cloud-based programs, and electronic health records (EHR) are needed, accompanied by excellent verbal and written communication skills.
- Must be fluent in English (written and verbal); Spanish language skills a plus. Must understand and be sensitive and responsive to serving culturally diverse populations. Ability to work autonomously with focused direction, advocate for team approach, utilize strong organizational skills, project appropriate confidence, listen well, problem solve in on-the-spot situations, remain calm and reassuring in unexpected situations while maintaining confidentiality.



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- Must have an interest in working with persons with mental and/or behavioral health disabilities. Able to identify areas needing improvement and to take initiative to suggest viable alternatives. Ability to work flexible hours required (generally normal business hours, with occasional flexibility needed for evening availability).
- Must be able to work within all the rules, regulations, and policies that govern agency compliance. Applicants must have a valid California driver's license with an insurable driving record, use of own vehicle (mileage will be reimbursed). Ability to meet contract requirements. A lived family or consumer experience with mental health and/or addiction desired.
- Physical requirements: Capable of the following intermittent activities: stretching, bending, kneeling, twisting, squatting, reaching above or below the shoulder, pushing, pulling, grasping, and lifting to 25 pounds. Job frequently requires sitting, handling objects with hands and the use of fine motor skills. Often operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer. Job occasionally requires standing, walking, reaching, talking, and hearing. The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc. Vision requirements: Ability to see information in print and/or electronically.

Other duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Work environment

Work office setting the voice level is moderate. Temporary remote work and in the office due to COVID-19.

Physical demands

The employee is frequently required to walk; use hands to finger, handle, or feel; and reach forward with hands and arms. The employee is occasionally required to sit and stoop, kneel, or crouch. The employee must frequently lift and/or move up to 25 pounds.

Humanidad Therapy & Education Services is an Equal Opportunity Employer that is committed to inclusion and diversity. We take affirmative action to ensure equal opportunity for all applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, or other legally protected characteristics.



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On SR City posting:

inRESPONSE Mental Health Support Team

Introducing inRESPONSE: Santa Rosa's (soon-to-be) Mental Health Support Team

To take action on community needs and feedback, a new crisis response team has been formed – inRESPONSE: Mental Health Support Team. inRESPONSE is designed to respond to calls for service with a mental health first approach. The team is composed of a licensed mental health clinician, a paramedic, a homeless outreach specialist, and supported by a wrap-around support services provider. inRESPONSE will be trained in de-escalation and social work interventions as well as physical and mental health evaluations. While inRESPONSE works in partnership with the Santa Rosa Police Department, the inRESPONSE team is unarmed and best equipped to support and provide mental health resources to individuals and families experiencing crisis.

How will inRESPONSE provide support in the community?

The inRESPONSE team will respond to calls in which individuals are experiencing a mental health crisis, and are unarmed. If there is any indication of violence or a weapon, an SRPD officer will initially respond first, but then transition service response to the inRESPONSE Team, once it is deemed safe. The goal is for the inRESPONSE Team to handle all calls for service where mental health is the primary concern. inRESPONSE will also partner with the City's Homeless Outreach Services Team (HOST) to identify unsheltered community members who may be experiencing a mental health crisis. The dual approach will provide the unsheltered community with additional resources, in an effort to get individuals into a more stable living environment with ongoing, wrap-around support services.

inRESPONSE will provide service with a single team working 10-hour shifts, seven days a week. As part of a three year-phased plan, SRPD hopes to secure the necessary resources and funding needed to support a 24/7 mental health response model and is actively exploring grants and other state and federal funding opportunities, as well as private funding to help expand the capacity of inRESPONSE.

Types of Calls for Service inRESPONSE will Address:

Individuals with suicidal ideations

Sheltered or unsheltered individuals experiencing a mental health crisis

Individuals or families in need of mental health support and resources

Individuals who are intoxicated or under the influence of a controlled substance

Individuals struggling with mental health stability and in need of emergency shelter resources

Welfare checks (when no crime is suspected)

Requests for non-emergency medical evaluations and transports, including prescription drug refill transport and transportation to medical appointments

Deliver emergency or death notifications to next of kin



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If there is any indication of violence or weapons, inRESPONSE would stage while Santa Rosa Police Department officers de-escalate the situation for inRESPONSE to then take over.

Key Partners in the Development of inRESPONSE:

Bucklew Programs (Mental Health)

Catholic Charities (Homeless Outreach)

Santa Rosa Fire Department (Medical Response)

County of Sonoma Behavioral Health Division (Mobile Support Team)

Recognizing inRESPONSE Out in the Community

With the inRESPONSE Team preparing to launch this fall, thoughtful attention guided by community input has also gone into the inRESPONSE logo design. This new logo will help the community to identify the Team once they are in service in Santa Rosa, so it was important for SRPD to meet with community members, non-profit organizations such as the National Alliance on Mental Illness – Sonoma County, and other stakeholders in mental health advocacy to seek feedback, not only on the program but also on the various elements of the program's logo design. The color green was selected because it is recognized internationally to represent mental health awareness. The hands symbolize ongoing support as people and families transition from crisis to healing. Combined these elements support the mission of inRESPONSE, which is committed to the process of helping individuals and families get the services and support they need to thrive, not just be a resource only when someone is actively going through a crisis.

Timeline for What's Next:

By late fall 2021 – Launch inRESPONSE, serving the community 10 hours a day, 7 days a week

By 2024 – Goal date to expand the program to a 24/7 mental health support model, pending funding and resources are successfully secured

This will be a phased process with expanded services as funding and staffing allow

Goals of the Program:

SRPD will be developing measures of success to constantly evaluate the progress of inRESPONSE in meeting the following program goals:

Reduction in number of Santa Rosa Police & Fire departments calls to mental health and homeless-related incidents

Reduced impact on local hospital emergency rooms

Decrease in criminal charges and arrests for people who experience a mental health crisis

More complete and holistic/wraparound services efforts focused on an upstream approach

An increase in the number of individuals (or their loved ones) who call for support when experiencing a mental crisis, rather than weathering it alone

Increased number of unsheltered individuals in need of mental health or substance abuse support, placed in long-term housing and provided wrap-around services

Community Input:

The inRESPONSE team was created from community feedback and continued community involvement is necessary to expand the program moving forward. The Santa Rosa Police Department will continue to engage the community, local stakeholders and public safety allied agencies as we launch inRESPONSE and expand the program. SRPD is committed to:

Developing community meetings with the assistance of the White Bird Clinic (CAHOOTS)



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Continue to meet with local stakeholders to best understand the evolving needs of our community
Work with allied local police agencies, Santa Rosa Fire Department, Sonoma County Behavioral Health and REDCOM (medical dispatch) to examine and identify the countywide mental health needs

Contact Person:

For more information about the inRESPONSE program, please contact Santa Rosa Police Department Captain John Cregan at 707-543-4070 or jcregan@srcity.org.

