



Office of Human Resources  
Behavioral Health Specialist – LS3418

THIS IS A PUBLIC DOCUMENT

### General Statement of Duties

Performs full performance level behavioral health work which includes counseling, needs assessment and evaluation, service referral and resource navigation, collaborating with community-based organizations and behavioral health providers, and supporting staff to effectively work with individuals in need.

### Distinguishing Characteristics

The Behavioral Health Specialist independently performs individual behavioral health assessments to determine type and level of services and resources to be rendered, mitigate crisis situations, provide appropriate interventions, collaborates with community-based organizations and behavioral health providers to outsource individuals for specialized treatment and support, and works with professional and support staff to advocate on behalf of the client regarding barriers to efficient and effective communication.

This classification is distinguished from the Outreach Case Coordinator which performs advanced level work facilitating services for the vulnerable and referring clients to appropriate programs and services.

This classification is distinguished from Social Case Worker classification series, which performs professional level social work for Human Services regarding social services programs and requires State of Colorado certification.

### Essential Duties

Performs behavioral health work which includes counseling individuals experiencing homelessness, substance abuse, mental health issues, and criminal justice legal matters, which includes performing needs assessments and evaluations, crisis mitigation and providing appropriate interventions, recommending services and resources, collaborating with community-based organizations and behavioral health providers to outsource individuals for specialized treatment and support, and working with internal staff to effectively work with individuals in need.

Works with stakeholders both internal and external to the city, respond to inquiries, and provides specialized and complex information and assistance with regard to individual behavioral health matters, which includes working with internal staff and external health providers to resolve discrepancies and guide decision-making.

Establishes, maintains, and coordinates services and activities with relevant community-based organizations and behavioral health providers, monitors and evaluates activities of agencies contracted to provide a variety of services, and evaluates progress of services.

Provides emotional support to individuals including children, families, elderly, and individuals experiencing homelessness to build rapport and assist with behavioral health and resource navigation, perform crisis interventions, and advocate on behalf of individuals who cannot fully express themselves.

Conducts needs assessments to identify barriers to communication, basic behavior health needs, identifies social determinants to health, level of substance abuse and mental health disorders, which includes obtaining background information such as medical records, economic and employment history, and legal records.

Works with internal staff to provide assistance, support, and training in working with clients and customers experiencing mental health and behavioral challenges in order to acquire services and legal representation.

Monitors and tracks client and customer progress and maintains records to case notes with regard to support plans and evaluations to ensure progress toward goals.

Reviews daily worksite incident reports involving individuals with mental health and substance abuse issues to respond to staff needs, gather details, and assess circumstances and contributing factors in order to reinstate services recinded due to behavioral issues.

Assists clients and customers to naviate resoruces and support available in the community.

Performs other related duties as assigned.

Employees may be redeployed to work in other capacities in their own agencies or in other city agencies to support the core functions of the city during a citywide emergency declared by the Mayor.

Any one position may not include all of the duties listed; however, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## Competencies

**Conflict Management** – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

**Customer Service** - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

**Decision Making** - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**Learning** – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

**Listening** - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

**Oral Communication** – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

**Problem Solving** – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Writing** – Writes in a clear, concise, organized, and convincing manner for the intended audience.

## Knowledge & Skills

Knowledge of interviewing techniques sufficient to be able to elicit information.

Knowledge of the theories and practices of counseling and social work sufficient to perform the duties related to the work assignment.

Knowledge of crisis intervention theory sufficient to be able to perform the duties related to the work assignment.

Skill in making decisions in emergency situations where there is no opportunity or time to seek supervisory assistance or conduct significant analysis of the options.

Skill in applying theories, precedents, and techniques of social work.

### Level of Supervision Exercised

By position, performs lead work.

### Education Requirement

Bachelor's Degree in Social Work, Psychology, Mental Health, or a related field.

### Experience Requirement

Three (3) years of experience working with and counseling patients and individuals with special needs such as mental health issues, substance abuse, homelessness, and marginalized individuals within the criminal justice system.

### Education & Experience Equivalency

Additional appropriate education may be substituted for experience requirements.

### Licensure & Certification

None

### Working Environment

For DPL Positions Specifically:

Potential exposure to infections and contagious diseases.  
Subject to varying and unpredictable situations.  
Subject to many interruptions.  
Pressure due to multiple calls and inquiries.  
Handles absentee replacement on short notice.  
Handles emergency or crisis situations.  
Personal Safety: aware of surroundings, people, and events.  
Mobile work locations may be physically and/or emotionally challenging.

### Level of Physical Demand

For DPL Positions Specifically:

2-Light (10-20 lbs.) to 4-Heavy (50-100 lbs.)

### Physical Demands

For DPL Positions Specifically:

Balancing: Maintaining equilibrium.  
Carrying: Transporting or moving an object.  
Crouching: Positioning body downward and forward.  
Eye/hand/foot coordination: Performing work through using two or more body parts or other devices.  
Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.  
Fingering: Picking and pinching, through use of fingers or otherwise.  
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.  
Hearing: Perceiving and comprehending the nature and direction of sounds.  
Kneeling: Assuming a lowered position.  
Lifting: By Position, may move objects 10-20 pounds, 20-50 pounds, or 50-100 pounds from one level to another.  
Neck Flexion: Perceiving objects located above or below.

Pulling: Exerting force upon an object so that it is moving to the person.  
Pushing: Exerting force upon an object so that it moves away from the person.  
Reaching: Extending the hands, arms, or other device in any direction.  
Repetitive motions: Making frequent or continuous movements.  
Sitting: Remaining in a stationary position.  
Standing: Remaining in a stationary position.  
Stooping: Positioning oneself low to the ground.  
Talking: Communicating ideas or exchanging information.  
Walking: Ability to move or traverse from one location to another.  
Written Comprehension: Ability to discern the meaning of written words.

**Background Check Requirement**

Criminal Check  
Education Check

**Assessment Requirement**

None

**Probation Period**

None

**Class Detail**

**Pay Grade: EX-08**  
**FLSA Code: Y**  
**Established Date: 3/19/2023**  
**Established By: JFH**  
**Revised Date: 9/8/2024**  
**Revised By: SO**  
**Class History: 3/19/23 - New classification; 9/8/24 – Revised Job Family/Job Code.**