

CRISIS INTERVENTION MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This position involves the responsibility of managing the attendance and crisis intervention office in a school district. The work involves the responsibility of overseeing personnel responsible for applying therapeutic crisis intervention methods and practices within a population of at-risk and emotionally disturbed students in order to maintain order and safety within the school. An incumbent in this class is responsible for coordinating and supervising staff involvement in therapeutic crisis intervention and developing and administering appropriate policies and procedures in performing therapeutic crisis intervention services. The work is performed under the direct supervision of the School Principal and/or Administrator. An incumbent is required to exercise personal judgment when necessary in order to handle problem situations in conformance with school policy and procedure. The class of Crisis Intervention Manager is different from the class of Senior Crisis Intervention Counselor by virtue of the fact that a Manager is responsible for supervising crisis intervention personnel. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Supervises crisis intervention personnel in the performance of assigned tasks;

Develops standards and procedures for placing students in intervention services and for providing the efficient and safe removal of problem students from and their safe return to the classroom from intervention services;

Reviews criteria for placing of students in intervention services on a yearly basis and makes revision as necessary;

Identifies and reviews criteria for student access to crisis intervention and revises when appropriate;

Schedules and assigns work responsibilities to crisis intervention personnel to ensure coverage in the school cafeteria and other critical areas;

Recommends and administers procedure for taking orderly attendance and follows up on absentee students;

Recommends and administers procedures for reporting and locating students absent without out leave (AWOL) during scheduled school hours;

Prepares and records necessary documentation as related to therapeutic crisis intervention services including behavioral guidance sessions with staff and students, AWOL students and relevant incidents;

Participates in behavioral guidance sessions with students in order to correct behaviors by discussing their reaction to an event, a more appropriate reaction to said event and the consequence of said behavior and follow-ups with behavioral guidelines;

Recommends behavior plans for individual students to the School Principal and/or Administrator;

Acts as a liaison with other departments and agencies regarding the needs of students, which may include the Committee on Special Education, the Superintendent's office, the Principal's office, the school's diagnostic and intake team and residential treatment centers;

Participates in the duties and responsibilities of a Crisis Intervention Counselor as needed;

Performs a variety of routine clerical and administrative tasks;

Attends meetings as directed by the School Principal and/or Administrator;

May occasionally supervise a class when the teacher is out of the room.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of appropriate behavioral intervention strategies; good knowledge of Therapeutic Crisis Intervention techniques; skill in applying Therapeutic Crisis Intervention techniques; ability to establish and maintain discipline; ability to establish a rapport with adolescents; ability to work with a difficult youth population; ability to supervise the work of others; ability to think and act quickly in the event of an emergency and/or in response to aggressive/violent behavior; ability to carry out oral and written instructions; ability to maintain records; familiarity with classroom routine; integrity; dependability; patient, problem solver; good judgment; tact; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from a New York State registered or regionally accredited college or university with a Bachelor's Degree in education, psychology, social work or closely related field, and five (5) years of therapeutic crisis intervention management/supervision and/or eight (8) years of direct child care in a setting for at-risk and emotionally disturbed youth.

Special Requirement: Certification in Therapeutic Crisis Intervention NYS DSS/Cornell University Method or other similar methodology may be required. A candidate appointed at Ulster County BOCES is required to successfully complete, during their probationary period, 30 hours of formal training in behavior management and crisis intervention response.

ULSTER COUNTY
2016 CRS INV MG
Classification: Competitive
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Adopted: March 12, 2004
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