



City of Irving Job Description

Senior Public Safety Wellness Manager

FLSA Status:	EXEMPT	Job Department:	Public Safety Wellness Division
Job Code:	J001	Reports To (Job Title):	City Manager

PURPOSE

To plan, oversee, organize and direct the activities of the First Responders Wellness Unit; including: employment (recruiting of peer members and hiring of clinicians), oversee both peer support teams (police & fire), coordinate mental health resources, liaison between first responders, police and fire chiefs, workers compensation, coordinate all mental health and critical incident stress management activities and interventions (CISM interventions, trainings, initial assessment to determine severity of symptoms for adequate referrals/services) and program development (wellness, first responders' yoga, biofeedback, EMDR, Inoculation Trainings).

This position is differentiated from other managerial positions in that it oversees a stand-alone unit reporting directly to the City Manager and develops and presents its yearly budget to City Council. Additionally, this position requires specific clinical training to engage with the targeted population from day one.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Direct and oversee the execution of the wellness unit trainings, programs, case management, recruiting, and mental health community resources.
- Oversee and coordinate CISM interventions to support other police and fire department through the DFW CISM Network.
- Provide clinical oversight of the teams.
- Approve the use of Critical Incident de-briefings and coordinates the scheduling of a debriefing with the Peer Support Team Clinicians and Team Leaders.
- Ensure clinicians receive appropriate follow-up (debriefs the de-briefers).
- Act as the primary spokesperson for the Peer Support Teams and represents the teams in matters involving department staff, agency, and interagency issues.
- Serve as liaison only upon request by the Police Chief, Fire Chief or designee when an employee is undergoing a disciplinary action.
- Coordinate unit activities with community mental health resources, other city departments, or outside agencies and organizations, present reports and communicate the necessary correspondence to the City Manager's Office and City Council.
- Formulate and recommend policies, regulations, and practices for carrying out the program.
- Direct, oversee and participate in the development of the unit's work plan; assign work activities, projects, and programs; monitor workflow, review and evaluate work products, methods, and procedures.
- Select, train, motivate, and evaluate personnel; provide or coordinate staff training; prepare and conduct employee performance evaluations; work with employees to correct deficiencies; implement discipline and termination procedures.

- Prepare, submit, and monitor annual department budget.
- Prepare, submit, and monitor annual department statistical reports.
- Participate with a variety of boards and committees; attend and participate in professional groups and organizations; remains apprised of trends, developments and mental health, ethical, and legal opinions relating to the field of mental health as it relates to first responders.
- Develop and maintain a bank of mental health resources specially vetted for first responders.

OTHER DUTIES AND RESPONSIBILITIES

- Consult with mental health ethical standards and legal counsel to ensure that policies comply with state and/or federal law.
- Oversee the analysis, maintenance, and communication of records required by law or local governing bodies, or other departments in the organization.
- Prepare and present staff and peer support reports and other necessary correspondence.
- Perform related duties as assigned.
- Hold informational briefings in major critical incidents involving first responders.
- Integrate family support.
- Cleaning, organizing, and restocking vehicle in a ready condition after each deployment.
- Be flexible as emergency services operate on a 24-hour clock; the clinicians' assigned work shift schedule may vary.
- Must ensure all certifications, licenses, and registrations are up to date.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision – Applies to full personnel management responsibilities including selection, discipline, grievances, and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 2-4 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Develop, approve, submit, and monitors annual department budget, adjustments, and transfers.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Doctoral degree in psychology from an accredited university.

EXPERIENCE

- Seven (7) years of increasingly responsible, related experience in the mental health field, including minimum of 3 years of administrative and management experience.
- Three (3) years of increasingly responsible, related experience working with first responders.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license, or the ability to obtain one, is required.
- Licensed Psychologist in the State of Texas.
- Critical Incident Stress Management Certification (CISM) or be eligible to obtain it.
- Eye Movement Desensitization and Reprocessing (EMDR) Trained (Minimum).
- Certified First Responders Counselor (CFRC) or possess prior experience working with first responders.
- Biofeedback training, or the ability to obtain one, is required.

KNOWLEDGE OF

- Confidentiality: Methods and techniques of the proper handling and precautions for classified confidential, and sensitive information.
- Education and Training: Instructional methods and training techniques, including curriculum design principles, learning theory, group and individual teaching techniques, and program design.
- Research based mental health best practices and interventions as it relates to trauma, Post-Traumatic Stress Disorder (PTSD), depression, anxiety, suicide prevention and interventions.
- Individual interview techniques to obtain vital/all necessary information to ensure a prompt appropriate response to a particular situation and document an accurate and complete report of the services provided.
- Computer Usage: Computer hardware and software applications.
- Record Keeping: Principles and practices for collection and recording of information for use in report presentations.
- Clinical diagnosis: treatment methods, and triage/referral process.
- Municipal Government: General functions of city departments, including departmental needs and requirements.

SKILLS AND ABILITIES IN

- Executive Summary: Synthesizing and simplifying complex concepts for executive audiences.
- Budget Management: Developing plans and budgets; comparing them against actual activity.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand, and as indicated by the needs of the audience.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, elected officials, and the public.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Judgment and Decision Making: Weighing the relative costs / benefits of a potential action.
- Management of Personnel Resources: Motivating, developing, and directing people as they work, identifying the best people for the job.
- System Evaluation: Identifying measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system.
- System Analysis: Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Complex Problem Solving: Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

- Negotiation: Bringing others together and trying to reconcile differences.
- Persuasion: Persuading others to approach issues differently.

GUIDANCE RECEIVED

City Mission and Goals

Makes decisions with guidance provided by City mission, policies and goals. Sets related goals, service objectives and priorities for at least one Department and gains approval.

CONTACTS

This position regularly engages with vendors, government agencies, organizations, businesses, customers, applicants, professional associations, and the public.

EQUIPMENT AND PROPERTY

This position utilizes standard office equipment, computers, printers, copiers, telephones, calculator, fax machines and presentation projectors.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee is regularly required to talk, listen, see, walk, stand, and sit. Frequently, s/he is required to use hands to grasp, handle, or feel. Occasionally, s/he must lift and/or move up to 15 pounds, as well as, drive to various city sites.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The work environments vary and include an office setting, police, and fire departments (various fire houses), commercial and/or social services agencies, and residential areas when working in the field.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.