

## **CIT/CRISIS MENTAL HYGIENE COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This is an important professional position involving responsibility for planning and coordinating a major services component of the County Community Services Department. The CIT/Crisis Mental Hygiene Coordinator oversees and enhances crisis intervention services within the community. This role involves leading Crisis Intervention Team (CIT) training, fostering partnerships among law enforcement, healthcare providers, and community organizations, and ensuring effective responses to mental health crises. The Coordinator plays a pivotal role in bridging gaps between mental health services and first responders while promoting compliance with legal and policy standards. This position reports to the Deputy Commissioner of the Division of Health and Human Services.

**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.*

Develop, implement, and evaluate CIT programs and mental hygiene initiatives;

Organize and deliver "Train the Trainer" programs for first responders and community partners;

Provide education on mental health awareness, de-escalation techniques, and crisis management;

Act as a liaison during mental health crises, coordinating care among law enforcement,  
healthcare providers, and community resources;

Develop and maintain crisis intervention protocols and ensure timely, effective responses;

Create and update guidelines for mental hygiene crisis management;

Ensure adherence to federal, state, and local mental health laws;

Build partnerships with advocacy groups, mental health organizations, and governmental

**CIT/CRISIS MENTAL HYGIENE COORDINATOR****Page 2**

agencies;

Promote public awareness and reduce stigma around mental health issues;

Engage with diverse populations, including individuals in crisis, families, law enforcement, and service providers;

Represent the organization in community forums and crisis management initiatives;

Manage training delivery and schedules, document and maintain records, and evaluate and track program operations and outcomes;

Use of case management software and emergency alert systems; and

Prepare reports on training effectiveness, crisis response metrics, and improvement areas.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL**

**CHARACTERISTICS:** A Crisis Intervention Team (CIT) and Crisis Services Coordinator must possess a broad range of knowledge, skills, abilities, and personal characteristics to effectively manage crisis situations and coordinate multidisciplinary responses; must have a strong understanding of crisis intervention techniques, trauma-informed care, and the symptoms and treatments of mental health and behavioral disorders, including co-occurring conditions; strong familiarity with community resources, social services, and legal standards surrounding mental health crises, such as involuntary commitments and confidentiality laws; excellent interpersonal communication skills; analytical thinking is crucial for rapid problem-solving, risk assessment,

**CIT/CRISIS MENTAL HYGIENE COORDINATOR****Page 3**

and decision-making under pressure; must have technological proficiency to support efficient coordination; personal characteristics such as empathy, cultural competence, integrity, and resilience are vital for connecting with individuals in distress, maintaining composure in high-stress environments, and fostering trust and cooperation among stakeholders; dedication to service, patience, and a forward-thinking approach to ensure the coordinator can adapt strategies to emerging trends and drive systemic improvements in crisis response and mental health care; strong understanding of mental health laws and mental hygiene protocols; excellent organizational, communication, and training facilitation skills; and proven ability to collaborate across diverse teams and community groups and agencies.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Master's Degree or higher; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree or higher, and two (2) years of work experience in any field related to community development, service or improvement.

**REQUIRED CERTIFICATIONS:** (1) *Crisis Intervention Training (CIT) certification*; and (2) *CPR and First Aid certification*.

**SPECIAL REQUIREMENT:** Candidates must possess a valid driver's license.

**CIT/CRISIS MENTAL HYGIENE COORDINATOR****Page 4**

**NOTE:** Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

---

Y:\CLASSPLAN\CIT/CRISISMENTALHYGIENECOORDINATOR.DOC

Originated: February 4, 2025

Jurisdictional Class: Competitive

Public Hearing: n/a

NYS Civil Service Commission Approval: n/a

Reviewed and placed in Classplan: 3/31/2025 (Edu)