



Petaluma People Services Center is dedicated to improving the social and economic health of our community by providing programs that strengthen the dignity and self-sufficiency of the individual. Our core services include: Senior Services, Counseling, Youth Programing including Mentor Me, Housing, Employment and Petaluma Bounty Farms.

JOB TITLE: SAFE Team Director
FLSA STATUS: Exempt; Full-Time
COMPENSATION: \$47.50
DIRECTOR: Executive Director
SUPERVISES: SAFE Team
POSITION OPENS:
SUBMIT: Cover Letter and Resume to jobs@petalumapeople.org

POSITION OVERVIEW:

Petaluma People Services Center's *Specialized Assistance For Everyone* (SAFE) Program is a 24-hour, 365 day a year program dealing with a wide range of mental health-related crises, including conflict resolution, welfare checks, substance abuse, suicide threats, and more, relying on trauma-informed de-escalation and harm reduction techniques. The SAFE Program Director reports to the PPSC Agency Executive Director. The SAFE Program Director supervises the SAFE Team. Program Director will work with ED to develop and implement SAFE Team policies and procedures, provide initial training to new cohorts of SAFE personnel and quarterly in-field quality assurance training with all SAFE personnel, cultivating and maintaining positive relationships with community partner agencies, research and pursuit of service provision and funding opportunities, and program development in communities with an emerging interest in SAFE services. May include other related activities for SAFE Team and PPSC.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES:

- Enhance and continue to develop the implementation of the SAFE Program, includes working in partnership with SAFE Team Manager to refine protocols and standing orders with police departments and public safety, including dispatch centers
- Responsible for hiring of staff and training of SAFE Team personnel, including in-field quality assurance training
- Participate in partner agency meetings to represent and advocate for PPSC SAFE Team, as appropriate
- Responsible for all data reporting matrix as directed by contracts
- Provide SAFE Team personnel with 30 day, 6 month and annual check-ins and evaluations, with support from SAFE Team Manager
- Budgeting and finance oversight with ED and Chief Operating Officer
- Actively pursue opportunities to leverage SAFE services to better serve marginalized members of the community
- Actively pursue funding and collaboration opportunities for SAFE to increase access to mental health, substance abuse, and housing services for SAFE/PPSC clients
- Engage the community while working with PPSC ED and Outreach team
- Ability to work with respect to cultural diversity
- Actively pursue opportunities to further the mission of SAFE and PPSC by supporting neighboring communities in the implementation of SAFE services
- Grant preparation, as needed



- Other duties as assigned

It's a requirement of this position, for the safety of all PPSC employees and clients, that the job holder be fully vaccinated against COVID-19.

SPECIALIZED TRAINING/SKILLS, EDUCATION & EXPERIENCE REQUIREMENTS:

- 5+ years professional experience in public safety, mental health, and/or human services
- 2+ years managerial or supervisory experience
- Currently licensed as an EMT or RN, preferably with Coastal Valley EMS *preferred*
- Experience in providing crisis de-escalation
- Ability to work effectively with diverse populations, including impoverished and alienated persons
- Ability to be organized and complete reports/computer data entry in timely manner
- Current certification in first aid & CPR
- Must be available to work evenings and weekends, if needed

LANGUAGE SKILLS:

- Bilingual (English & Spanish) *preferred*
- Strong written communication skills (e.g. reports, e-mails)
- Excellent telephone and oral communication skills
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures and governmental regulations
- Ability to effectively present information and respond to questions from managers, coworkers, clients, and the general public

REASONING ABILITY:

- Sensitivity to cultural differences present in the organization's/program's service population
- Ability to apply common sense and critical thinking to carry out instructions and make decisions within scope of authority
- Ability to deal with problems involving several variables
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form

CERTIFICATES, LICENSES, REGISTRATIONS:

- College or University degree in related field
- EMT certification or RN license
- Police Radio training

KNOWLEDGE

- Stays current about best practices in crisis intervention
- Annually reviews changes to City and County law enforcement and EMS protocols

ADA COMPLIANCE - PHYSICAL, ENVIRONMENTAL, COGNITIVE & PSYCHOLOGICAL REQUIREMENTS:

Physical: Regularly sits up to 2-3 hours per day. Gets up and down frequently throughout the day to interface with others. Must have excellent hearing, speech and writing capabilities, and the ability to lift up to 50 lbs.



This position includes field work, there may be physical demands that are beyond what is required for typical office environment. While in the field you may be required to respond physically in the following manner: meeting clients where they are, including in inclement weather outside, in public locations, etc.

Environmental: Works alone, with and around others. Work environment is moderately noisy. Distractions are regular.

Cognitive: Required to read, write, compile, sort and analyze simple to moderately complex information. Independently assesses workload and prioritizes activities. Very strong organizational and planning skills. Able to communicate and resolve semi-complex problems independently. Excellent listening skills and ability to perform tasks requiring great attention to detail. Uses judgment and initiative, within defined limits of discretion, in making recommendations and decisions.

Psychological: Strong interpersonal and communications skills to deal with emotional, demanding or difficult people and/or situations. Regular exposure to high-stress situations with demands, deadlines, shifting priorities and multi-tasking. Excellent teamwork and proactive group participation are a necessity.

BENEFITS:

Paid sick time, vacation and holidays

Comprehensive benefits package, including medical, dental, and vision coverage, employee assistance program, flexible spending account (FSA), long-term disability insurance, and a 403(b) plan

PPSC is an Equal Opportunity/Affirmative Action employer. It is our strong belief that equal opportunity for all employees is central to the continuing success of our organization. We will not discriminate against an employee or applicant for employment because of race, color, national origin, ethnicity, age, gender, sexual orientation, religion, political affiliation, marital status, veteran status, genetic information, physical disabilities or medical condition (i.e., AIDS or ARC-related or cancer) or any other category protected by Federal or State law in hiring, promoting, demoting, training, benefits, transfers, layoffs, terminations, recommendations, rates of pay or other forms of compensation. Opportunity is provided to all employees based on qualifications and job requirements.