



Expanding the Public Safety Workforce

Appendix

TABLE 2
Cities across the country are creating new public safety workforce roles for specially trained responders
Example job descriptions for public safety roles

Program type	Position title	Program name	City	Summary of position	Workforce posting number
Community violence intervention	Violence Intervention Specialist	Peace for DC	Washington, D.C.	- Violence Intervention Specialists engage members of the community and provide connections to long-term wraparound services through a neighborhood-based transformation program. - Violence Intervention Specialists canvass communities in target areas to establish relationships and a presence in the community, identify and detect potential violent events, assess participant readiness and engage them in weekly meetings, and participate in ongoing team meetings and safety planning. - Violence Intervention Specialists must be graduates of the DC Peace Academy, have experience or training working with youth or street groups or in crisis intervention, have an understanding of trauma and its impacts, and bring strong interpersonal skills and knowledge of D.C. culture and resources.	Workforce posting 1
	Victim Advocate	Sample	N/A	- Victim Advocates provide services and connections to resources to support victims and build and maintain partnerships with advocates, service providers, and other system stakeholders. - Their responsibilities include conducting outreach to victims, sharing resources and making connections to local and community-based services, providing information about agency services, staying up to date on emerging practices, and responding to referrals from partner organizations. - Professionals with experience working in victims services or organizational management and those who may have a relevant certification or degree are good candidates for the role.	Workforce posting 2

continues

Program type	Position title	Program name	City	Summary of position	Workforce posting number
Community violence intervention (continued)	Case Manager/ Family Case Manager	Sample	N/A	- Case Managers work with people who are closest to violence in their communities and can provide direct support such as individual and group counseling, refer people to services such as housing support and public assistance, and offer follow-up support to ensure that their needs were met. - Case Managers conduct intake interviews, assess client needs, connect them to resources and assist scheduling appointments, and help clients develop goals. Case Managers develop relationships with agencies, service providers, and community-based organizations that are available to meet people's needs. - Professionals with experience in crisis counseling and assessing client needs, an understanding of community violence victimization, strong communication skills, and experience working with marginalized communities may be well suited for this role.	Workforce posting 3
	Community Violence Intervention Supervisor	Sample	N/A	- Community Violence Intervention (CVI) Supervisors oversee the work of various programs offered in cities. For example, they may oversee a city's street outreach program, hospital-based violence intervention program, group violence reduction strategy, peace fellowship, crisis management program. They also manage staff, organize professional development opportunities, and provide trauma support. - Supervisor duties include developing, implementing, and evaluating workplans; documenting program activities and outcomes; conducting site visits; conducting training; and more. - Supervisors bring three years of experience managing CVI programs, an associate degree or certification from a relevant field; interpersonal and relationship building skills; and knowledge of CVI, trauma treatment, and social services to the role.	Workforce posting 4
	Community Violence Intervention Operations Manager	Mayor's Office of Neighborhood Safety and Engagement (MONSE)	Baltimore	- The Operations Manager is responsible for "operational, administrative, and planning support" for grantees and creating and maintaining a "Standardized Operations Manual" for CVI-related work. - Operations Managers oversee grant programs, analyze programmatic and operational processes, coordinate staff development, manage relationships with partners, and assist with sustainability planning. - Operations Managers must be collaborative and community-oriented; have strong communication, relationship building, analytic, and organization skills; and be a creative problem solver. This jurisdiction also requires candidates have a bachelor's degree and/or five years of experience in a CVI role.	Workforce posting 5

continues

Program type	Position title	Program name	City	Summary of position	Workforce posting number
Community responders	Community Response Specialist	Angelo Quinto Community Response Team (AQCRT)	Antioch, California	- Community Response Specialists response to a range of low-level 911 calls by providing crisis assessment, de-escalation, and conflict mediation on site. They also can provide linkages to services such as mental health and substance use disorder treatment, housing, and employment supports. - Community Response Specialists are considered "liaisons" between the community and partners and service agencies and bring strong interpersonal and relationship skills to the role. Specialists must also maintain documentation of activities and an inventory of outreach materials. - Specialists need a GED or to be a high school graduate and should bring experience working with populations targeted by the program – for example, people with behavioral health conditions or people experiencing poverty or homelessness. They must also be able to work collaboratively in a team.	Workforce posting 6
	Mediation Response Specialist I	Mediation Response Unit	Dayton, Ohio	- Mediation Response Specialists respond in-person or over the phone to minor disputes and other low-level calls for service. - Mediation Response Specialists work in a team to provide de-escalation and conflict intervention services, perform intakes, and provide access to community resources and case management services. Specialists are also responsible for scheduling mediations, preparing reports and compiling data, and building relationship with outside stakeholders. - While this role requires a relevant associate degree, some of the certifications required for this role, including basic mental health first aid, can be acquired within the first six months to a year after employment begins.	Workforce posting 7
	Crisis Response Clinician	Durham Community Safety Department	Durham, North Carolina	- Crisis Response Clinicians can work on one of Durham's three teams providing "compassionate care and behavioral health expertise." Depending on the team, clinicians may respond to behavioral- health-related 911 calls, screen and assess individuals, de-escalate crisis situations, and make connections to other supports or services. - In addition to meeting education requirements, people who have experience in crisis response, working with Peer Support Specialists, or outreach and are able to maintain confidentiality, are committed to the mission of the department, and have knowledge or experience with service delivery are good candidates for the position.	Workforce posting 8

continues

Program type	Position title	Program name	City	Summary of position	Workforce posting number
Community responders (continued)	Peer Support Specialist	Durham Community Safety Department	Durham, North Carolina	• Peer Specialists respond to 911 calls related to behavioral health or quality of life concerns as part of multiperson teams. • On the scene, Peer Specialists assess needs, develop response plans, connect people to supportive resources, and provide follow-up care as needed. They also create documentation that meets compliance standards. • Peer Specialists bring lived experience, basic computer proficiency, and an understanding of intervention strategies and available resources in addition to a mental health, peer support specialist, or similar certification.	Workforce posting 9
	Behavioral Crisis Response Program Manager	Canopy Roots	Minneapolis, Minnesota	• Program Managers are responsible for overseeing the daily operations of the Behavioral Crisis Response program and coordinating with community partners. • The Program Manager is responsible for ensuring that responses are culturally responsive and trauma-informed and that their program stays up to date on best practices. They provide consultation support to program supervisors on various operations topics, ensure staff have access to training and professional development to remain competent in the field, maintain relationships with other agencies, track program goals and outcomes, and ensure that programs are in compliance. • In addition to meeting statutory requirements, Program Managers are required to have past experience providing mental health services, serving in a supervisory role, and working with marginalized populations. They should also have strong communication and collaboration skills and experience working with government stakeholders.	Workforce posting 10
	Community Response Supervisor	Policing Alternatives & Diversion Initiative (PAD)	Atlanta, Georgia	• The Community Response Supervisor is responsible for supervising Community Response Staff and Referral coordinators. • Supervisors supervise and provide support as needed to staff and coordinators, conduct ongoing outreach and training, develop and maintain relationships with law enforcement and other stakeholders, and oversee documentation and monthly reporting requirements. • Supervisors possess relevant computer skills, strong communication and interpersonal skills, experience in program development and management, and experience working with people who are "over-policed and under-served," in addition to meeting degree requirements.	Workforce posting 11
	Business Services Manager	Durham Community Safety Department	Durham, North Carolina	• The Business Services Manager is responsible for "core business, budget, and finance operations" for the department. • The Business Services Manager is responsible for managing the department's budget, preparing financial reports, overseeing contracts and grants, and developing and updating relevant policies and compliance procedures. • Business Services Managers bring multiple years of experience working in a related professional field and in a supervisory role and a commitment to equity and harm reduction, in addition to a relevant bachelor's degree.	Workforce posting 12

Program type	Position title	Program name	City	Summary of position	Workforce posting number
Reporting and investigation professionals	Civilian Crash Investigator	Charlotte Police Department	Charlotte, North Carolina	- Civilian Crash Investigators respond to collisions involving property damage only and provide aid to drivers. On the scene, Investigators gather evidence, conduct interviews, write reports, direct traffic, and implement crowd control measures. - Civilian Crash Investigators must have an understanding of federal, state, and local laws as well as police department policies, be able to successfully implement interviewing and investigatory techniques, have strong communication and record-keeping skills, and have general familiarity with navigating the city. "	Workforce posting 13
	Telephone Reporting Unit Specialist	County of Henrico Police Department	Laurel, Virginia	- Telephone Reporting Unit Specialists provide phone and in-person support to calls with a reporting or investigation focus. - Specialists handle nonemergency calls from residents, compile data, and collect detailed reports. - In addition to a GED or high school diploma, Specialists bring strong communication skills, computer proficiency, and experience providing administrative services to the role.	Workforce posting 14

Note: Posted job descriptions for each of these roles can be found in the attached document using the workforce posting number for each role.

Community violence intervention

Workforce posting 1: Violence Intervention Specialist



Violence Intervention Specialist in Washington, DC



Violence Intervention Specialist

Peace For DC · Washington, DC

3 weeks ago · Be among the first 25 applicants

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Base pay range

\$30.00/hr - \$35.00/hr

Job Title: **HEAL DC Violence Intervention Specialist**

Salary: \$30-35/hr, up to 25 hrs/wk (including evenings and weekends)

About Peace For DC:

Peace For DC is a non-profit organization based in Washington, DC that is dedicated to transforming public safety by empowering communities of color, with essential skills for healing, community building, and professional growth. Utilizing proven strategies in trauma support and community violence intervention, we aim to significantly reduce the homicide rate, build healthy individuals, and foster safer, more resilient neighborhoods.

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About the HEAL DC Program:

HEAL DC - Building Healthy, Empowered, Achieving Leaders for DC is a neighborhood-based life transformation program that provides long-term wraparound care and healing for a cohort of individuals most at risk of involvement in gun violence, in some of DC's most impacted communities. This program is modeled after successful programs like READI and Chicago CRED, and incorporates Roca's Rewire Cognitive Behavioral Theory (CBT).

JOB DUTIES & RESPONSIBILITIES:

- Canvass in the target area to build rapport and establish presence
- Lead participant vetting and recruitment, focused on individuals at highest risk of involvement in gun violence
- Help gauge participants readiness and risk level
- Ensure participants understand that safety and security is of the utmost importance
- Ensure participants understand that no weapons are allowed on program sites or activities
- Maintain connections with participants throughout the course of the program by facilitating a minimum of one face-to-face and one phone/virtual engagement per week
- Document all participant's engagement
- Encourage participants' commitment and retention in the program on an ongoing basis.
- Help participants get back on track during any setbacks
- Lead safety check ins as needed, and ongoing safety planning and preparedness for HEAL DC team
- Provide programming staff with timely updates of any arrests, other incidents, and/or any violent or potentially violent situations that relate to the program target area and/or program participants.
- Identify and detect potential shooting events
- Formulate action plans to resolve conflicts.
- Mediate conflicts between individuals and/or groups. Document all conflict mediations.
- Work collaboratively with program staff to facilitate individual deescalation strategies, as needed.
- Participate in weekly meetings, as a member of the HEAL DC support team, to discuss participant needs, concerns and progress
- Serve as an organizational and program model demonstrating positive behaviors for program participants
- Provide participants with resources, as needed

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EDUCATION & EXPERIENCE REQUIREMENTS:

- High School Diploma or GED, or equivalent combination of education and experience (Must be willing to pursue GED throughout employment).

REQUIREMENTS & ABILITIES:

- Experience working with at-risk youth/young adults and crew/gang members.
- Strong communication skills
- Experience and/or training in crisis intervention
- DC Peace Academy graduate
- Working understanding of trauma and its impact on individuals, families and communities
- Experience and training in Cognitive Behavioral Interventions (CBI) (e.g. Roca's Rewire CBT)
- Strong work ethic, demonstrated professionalism and integrity
- Strong interpersonal skills and comfortability working in a team environment
- Overall knowledge of Washington DC culture, resources and communities; specifically Ward 8 and Washington Highlands community
- Committed to ongoing professional and personal development

PHYSICAL REQUIREMENTS & WORK ENVIRONMENT:

- Medium work that includes moving objects up to 50 pounds.
- Remaining in a stationary position, often standing or sitting for prolonged periods.
- Moving about to accomplish tasks or moving from one work site to another.
- Requires the physical ability to respond to physically demanding situations. Includes the ability to run, lift, bend, drop to knees quickly, and utilize full range of motion of hands, arms, shoulders, knees and legs.
- Moving about to accomplish tasks throughout the assigned post.

Peace for DC is an Equal Opportunity Employer. This position is subject to a background check, however, Peace For DC is proudly also a second-chance employer.

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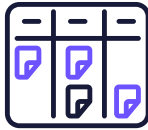
Seniority level
Entry level

Employment type
Part-time

Workforce posting 2: Victim Advocate

CVI ECOSYSTEM

*Adapted from the Newark Community Street Team



Victim Advocate

We are seeking a victim advocate to plan, coordinate, and provide leadership for our activities to support victims of violence. Victim advocates provide services and support to victims, establish and maintain relationships with our partners, and offer responsible leadership to support the organization. Victim advocates are expected to represent our organization in collaborating with social justice advocates, criminal justice experts, law enforcement, educators, families, businesses, faith-based organizations, and community-based organizations.

JOB DUTIES

- Conduct outreach; share resources; and identify emerging research on crime victims' initiatives, mental health, and other social services.
- Organize special events and promotions advocating healing and wellness alternatives and conduct information sessions about our agency's services.
- Respond to all referrals from our partner agencies and work with them to identify victims of violence.
- Provide services to at least 40 victims, including offering mental health and wellness services.
- Recruit volunteer residents from the local community to support identification of local victims of violence.
- Communicate clearly and concisely, both orally and in writing, and maintain effective working relationships with clients and partners.

REQUIRED SKILLS AND EXPERIENCE

- Associate's degree or equivalent from an accredited college or certification in professional community intervention or related field.
- Three years of experience managing victim services operations, including one year of experience in a social justice setting.
- Knowledge of the operational characteristics, services, and activities of a comprehensive victim services program.
- Understanding of processes for creating and vetting available free and low-cost services.
- Experience with organizational and management practices for evaluating programs, policies, and operational needs.

This position is a necessary component of community violence intervention strategies including: street outreach programs, hospital-based violence intervention programs, peace fellowships, and crisis management systems.

For more information on this job type, contact the Health Alliance for Violence Intervention or the Community-Based Public Safety Collective.

Workforce posting 3: Case Manager/ Family Case Manager

CVI ECOSYSTEM

*Adapted from the Urban Resource Institute <https://urisy.org/career/case-manager/>



Case Manager/ Family Case Manager

We are seeking a case manager/family case manager to provide comprehensive direct services to people at high-risk for involvement in violent activity, survivors of violent victimization, and their families. Direct services include individual counseling, group counseling, safety planning, advocacy services, referrals and follow-up, and budget counseling. Additionally, the case manager will link clients to community agencies where they can gain permanent housing, aftercare services prior to leaving the agency, vocational and educational services, and public assistance, Medicaid, or other benefits. The goal of these supports is to meet their needs and prevent further violence and victimization.

JOB DUTIES

- Maintain a caseload of 10-15 clients and/or families.
- Conduct intake interviews to assess and evaluate clients for participation.
- Engage clients in an ongoing treatment process through individual and group counseling, under the supervision of the community violence intervention supervisor.
- Develop and maintain housing referral resources and assist clients in the process of securing permanent housing.
- Refer clients to community-based resources, including after care services.
- Assess clients vocational and educational needs, aptitudes, and interests through interviews and testing, and help with employment and education placement.
- Develop relationships with public assistance and Medicaid administrators to advocate and assist eligible clients in securing those benefits through contact with the relevant agencies.
- Regularly assess the safety and well-being of clients.
- Make appointments for clients' physical exams.
- Work with the client to develop life goals and objectives to be accomplished within an agreed upon timeframe.
- Participate in training seminars to enhance and develop clinical skills with the client population.
- Attend weekly individual case supervision, group supervision, monthly case conferences, and staff meetings.

REQUIRED SKILLS AND EXPERIENCE

- Bachelor's degree at an accredited four-year college or university in human services or a related field.
- Two years of individual and family crisis counseling experience, preferably with the high-risk client population.
- Training and experience in assessing the vocational and educational needs of clients and demonstrated success in gaining public benefits for clients.
- Knowledge of and sensitivity toward issues of community violence victimization.
- Demonstrated experience with underserved communities including people who identify as LGBTQ+, people with substance use disorder, mental health issues, and disabilities,
- Strong professional communication and listening skills.
- Computer literacy and knowledge of Microsoft Office.
- Flexible schedule.
- Excellent written and verbal skills.

This position is a necessary component of community violence intervention strategies including: street outreach programs, hospital-based violence intervention programs, peace fellowships, and crisis management systems.

For more information on this job type, contact the Community-Based Public Safety Collective.

Workforce posting 4: Community Violence Intervention Supervisor

CVI ECOSYSTEM

* Adapted from the Newark Community Street Team



Community Violence Intervention Supervisor

We are seeking a community violence intervention (CVI) supervisor who will oversee the work of our [street outreach program/hospital-based violence intervention program/group violence reduction strategy/peace fellowship/crisis management program], manage staff, organize professional development, and institute trauma support. The CVI supervisor coordinates the efforts of city government, law enforcement, public health agencies, service providers, victim advocates, frontline workers, community representatives, and others to achieve the organization's violence reduction goals and provide services to high-risk people.

JOB DUTIES

- Develop and implement CVI project work plans and reviewing progress.
- Convene regular meetings with partners and staff and provide written follow-up.
- Document program activities and outcomes.
- Manage budgets, staff, and intended deliverables.
- Complete reporting to city government and funders.
- Conduct site visits and collect periodic reports from project partners to ensure that they are meeting the program's goals.
- Develop and maintain positive, supportive relationships with project partners, funders, and staff from diverse cultural and socio-economic backgrounds.
- Plan and conduct staff organizational and project-based training.
- Attend and host community facing events, town halls, and training.
- Facilitate communication and coordinate services with partner organizations.
- Facilitate onboarding and hiring.
- Identify funding opportunities for sustainability.
- Continuously expand knowledge and understanding of community resources and services.

REQUIRED SKILLS AND EXPERIENCE

- Three years of experience managing a CVI program or community-based organization.
- Equivalent to an associate's degree from an accredited college or certification in professional CVI or related field.
- Works collaboratively and effectively within a team.
- Strong interpersonal and communication skills and the ability to work effectively with all relevant stakeholders in a diverse community.
- Deep knowledge of community violence interventions, community organizations, trauma treatment, and social services.
- Proficiency with Microsoft Office Suite, Google Suite, related software, and email.
- Creative and analytical problem-solving.

This position is a necessary component of community violence intervention strategies including: street outreach programs, hospital-based violence intervention programs, the Group Violence Reduction Strategy, peace fellowships, and crisis management systems.

For more information on this job type, contact the Health Alliance for Violence Intervention, the National Institute of Criminal Justice Reform, or the Community-Based Public Safety Collective.

Workforce posting 5: Community Violence Intervention Operations Manager



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← Job Search

Community Violence Intervention Operations Manager

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City of Baltimore – posted about 1 year ago

Full-time Baltimore, MD

Executive, Legislative, and Other General Government Support

▼ About the position

The Community Violence Prevention Operations Manager is a pivotal role within the Mayor's Office of Neighborhood Safety and Engagement (MONSE) in Baltimore, responsible for providing operational, administrative, and planning support for the Community Violence Intervention (CVI) grantees. This position requires a strong focus on operational excellence and the ability to deliver high-quality guidance and solutions across various operational disciplines. The Operations Manager will work closely with community-based organizations, hospitals, health systems, and institutional partners to ensure the consistent delivery of MONSE's CVI model throughout the city. The successful candidate will be tasked with onboarding new grantees within 30 days of contract execution and maintaining a 90% employee retention rate. Key responsibilities include overseeing the launch of new grantee programming, analyzing programmatic and operational processes to maximize efficiency and impact, and partnering with trauma-informed practitioners to create support mechanisms for grantee staff. The Operations Manager will also be responsible for creating and maintaining a Standardized Operations Manual for all CVI-related work, researching best practices for violence intervention programs, and coordinating staff development opportunities that directly impact program outcomes. Additionally, the role involves evaluating the Hospital/CBO monitoring process, supporting the development of sustainability plans for the program, and convening partner meetings with city hospitals. Administrative duties include



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grantee reports and invoices, providing necessary data to the Data Analytics teams within MONSE and other city offices. This role is essential in ensuring that the CVI initiatives are effectively implemented and sustained, contributing to the overall mission of making Baltimore a safer place for its residents.

✓ Responsibilities

- Oversee all aspects of launching new grantee programming.
- Analyze programmatic and operational processes at the agency and grantee levels to ensure efficiency and maximize impact.
- Partner with trauma-informed practitioners and clinicians to create consistently implemented support mechanisms for grantee staff.
- Create and maintain Standardized Operations Manual for all CVI related work.
- Research and implement best practices for community- and hospital-based violence intervention programs.
- Identify and meet with strategic partners to enhance human services offered to Hospital Responder participants and drive outcomes.
- Identify and coordinate staff development opportunities with MONSE Training Coordinator and CVI Program Liaison that will directly impact overall programmatic outcomes.
- Continually evaluate the Hospital/CBO monitoring process to identify opportunities to streamline oversight and accountability.
- Support efforts to develop a sustainability plan to continue the program past the end of grant funding.
- Convening partner meetings with city hospitals and coordinate work across hospital responder programs.
- Coordinating hospital responder programs with community sites, as needed.
- Support hiring processes for agency and grantee staff.
- Assist CVI Deputy Director with the development of new grant applications.
- Partner with Grant Writer and Associate Director of Finance to meet reporting requirements for State, Federal and private grants.

continues

- Partner with Grants and Contracts Administrator on the development of overall program contracts and their movement through the BOE approval process.
- Support the CVI Deputy Director in the management of grantee budgets and related contracts.
- Review and approve all grantee reports and invoices.
- Provide appropriate level of data to Data Analytics teams within MONSE, Mayor's Office of Performance and Innovation, and Chief Data Officer.

✓ Requirements

- Bachelor's Degree in Public Administration, Business Management, or related field and/or 5+ years of experience in related CVI role.
- Collaborative and positive demeanor.
- Community-oriented attitude.
- Strong desire to make Baltimore a safer place.
- Ability to synthesize, analyze, and critique effectively.
- Self-starter and accountable to complete tasks and drive performance with minimal oversight.
- Attention to detail and able to correlate topics and information.
- Demonstrated ability to address/resolve difficult, multi-faceted problems.
- Excellent oral and written communication skills.
- Ability to operate and dispatch in emergency, crisis and violent situations with calm, tact, and clarity.
- Ability to establish and nurture effective working relationships with various media, social, civic and community agencies, law enforcement officials, at-risk and high-risk individuals, and general public.
- Capability to negotiate and influence others.
- Ability to thrive in fast-paced and sometimes high-pressure environment.
- Strong leadership track record; ability to plan, organize and direct the work of others.
- Effective communicator with strong interpersonal skills and proven ability to develop productive, positive working relationships.

continues

- Exceptional presentation and writing skills with ability to adapt to various audiences and formats.
- Exceptional organizational awareness and the ability to analyze and brief senior leaders.
- Consistent ability to exercise sound judgment and discretion.
- Flexible and creative problem solver with result-oriented focus.
- Strong analytic and organizational skills with demonstrated attention to facts and detail.
- Ability to effectively manage multiple projects simultaneously.
- Ability to collaborate with individuals at all levels of the agency.
- Ability to establish and maintain effective working relationships with City officials, community and business groups and members of the public.
- High level of proficiency in Slack, Visio, and MSOffice products, including SharePoint and MSProject.
- Previous experience in government or public sector preferred.

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Community responder examples

Workforce posting 6: Community Response Specialist



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Community Response Specialist

Felton Institute - posted 4 months ago

Full-time • Entry Level

Antioch, CA

Social Assistance

▼ About the position

Felton Institute responds to the needs of our community by providing innovative, evidence-informed social services that transform lives. Our organization offers 50+ programs that address mental health, the unhoused, early care and education, those impacted by the justice system, transitional age youth, as well as aging adults. Our programs combine the latest scientific research with cultural sensitivity and a deep commitment to supporting and reflecting the communities we serve. Felton offers a dynamic, challenging, and supportive work environment where we encourage the use of professional development, that staff can utilize throughout their career. The goal of the Crisis Antioch Response Program is to provide 24-hour alternative response services to low-level 911 calls from Antioch Residents. The AQCRT non-police personnel can assist with crisis intervention and connect individuals to community-based services/resources. Resident involvement with this program is voluntary and the team's response will focus on deescalation, mitigation, and prevention of repeated non-life-threatening emergency situations. Implementation of the AQCRT Program will build a collaborative network of service providers in the City of Antioch, provide a safer response to behavioral health, quality of life and low threshold medical calls and allow law enforcement personnel to focus their efforts on major emergencies and investigative efforts. Data collection activities from the AQCRT Program will support opportunities for evaluation and inform strategies for improvement.

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Job Keywords

Hard Skills

Behavioral Health

Crisis Intervention

Educational Outreach

Intake Interview

Intervention Plans

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- Conduct community outreach and engagement both reactively and proactively to residents in need of support who are not housed, insecurely housed, or struggling to maintain their housing.
- Provide on-site crisis assessment, de-escalation, and conflict mediation.
- Support linkages that can address resident's goals, including engaging in mental health, substance use treatment and employment.
- Act as a liaison with community partners and other social service agencies in addressing resident's needs.
- Conduct intake interviews with participants, and provide referrals for services to community agencies as appropriate.
- Maintain documentation of program activities, response calls and assists in tracking data related to program activities.
- Maintain inventory of health education/outreach materials necessary to conduct outreach efforts.
- Provide hands-on support for clients in reaching and accessing services according to their intervention plan.
- Complete assessments, service plan development, and service linkage following a harm reduction model.
- Establish positive, supportive relationships with residents, stakeholders, and providers in community.

✓ Requirements

- High school graduate (or GED), Associate's degree preferred.
- Minimum of one year of experience working with transition-age youth and/or adults who are experiencing substance use disorders, mental illness, homelessness, or related challenges.
- Interest in engaging and connecting with a diverse, high-need community of adults and young adults.
- Ability to work cooperatively on a multi-disciplinary team, and to work with clients with various ethnic backgrounds.
- Valid California Driver's License, insurance, and ability to travel as required to perform duties.
- Experience with individuals or groups impacted by violence, poverty, racism and or mental illness.

continues

- Experience conducting community outreach and engagement activities.

▼ Benefits

- Fully Paid Medical and Dental Plans
- Health Reimbursement Card
- Paid Time Off (personal, vacation, and sick time)
- 403B with company match

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Workforce posting 7: Mediation Response Specialist I

The Wayback Machine - <https://web.archive.org/web/20220707003456/https://www.jobapscloud.com/D...>

Mediation Response Specialist I

Recruitment #22-7212-001

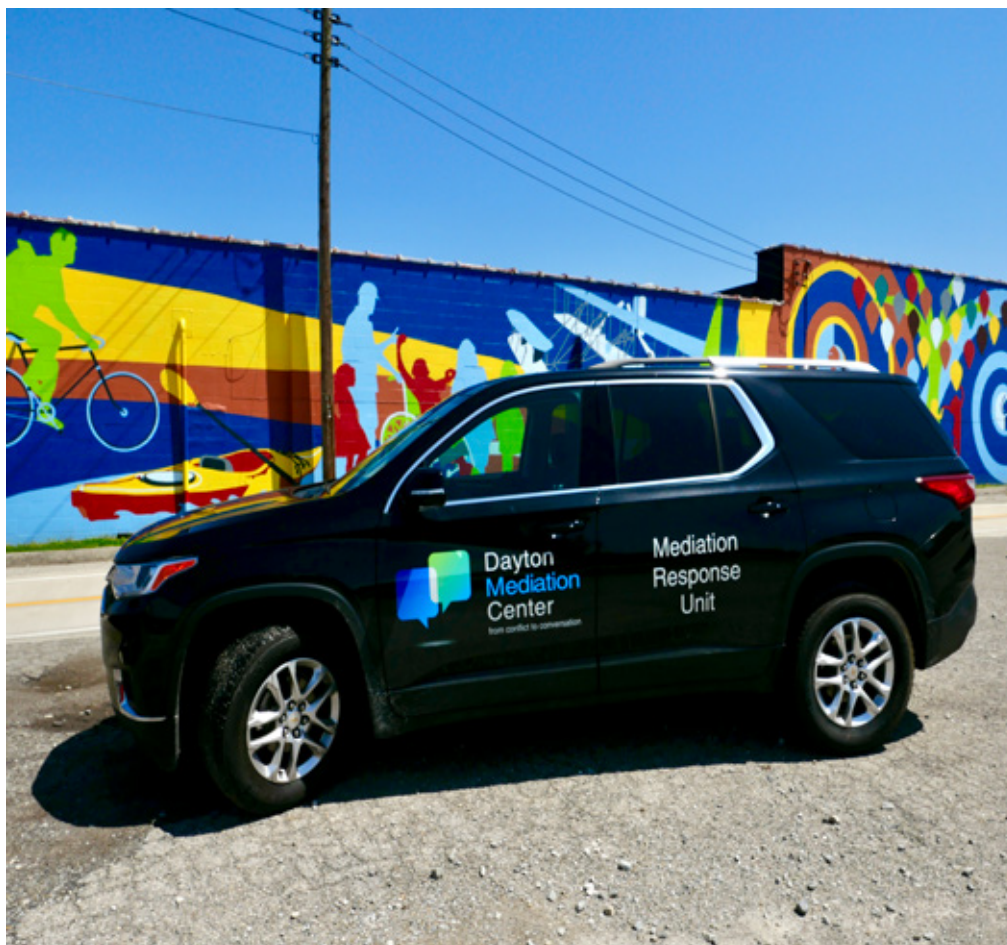
Date Opened 6/21/2022 11:00:00 AM

Close Date Continuous

Salary \$50,980.80 - \$68,952.00 per year

Department Planning, Neighborhoods & Development

Job Type Noncompetitive



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Responsibilities

The Mediation Response Specialist I works with the Mediation Response Unit (MRU), an alternative to police response as appropriate for 911 police calls and minor disputes, either in-person or by telephone. This position is the primary contact for field response and follow up contact for individuals who have low emergent crises and customers interested in mediation/conflict resolution services related to the MRU field responses and walk-in and telephone inquiries. Incumbents work closely with and foster relationships with stakeholders (including Police, Fire EMS, Dispatch, Courts, Agencies and Community Members) and will be a part of a high-functioning team capable of providing de-escalation and conflict intervention services to City of Dayton community members experiencing conflict. Responsible for knowing the relevant community referral sources which may provide assistance to customers; creating and expanding mediation services; developing innovative training for volunteers/public; and conducting research to further the goals of the Mediation Center. Performs intake and case-management services, and works with customers to increase their awareness and understanding of the mediation process and/or other conflict resolution services offered by the Center. Incumbents prepare reports, compile and enter data in a timely manner, schedule mediations, and coordinate the scheduling of volunteer mediators to conduct mediations. Mediation Response Specialists I's supervise mediations, including Saturday and weekday evenings.

While performing the duties of this job, the incumbent is frequently both outdoors and indoors as dictated by the call for service. The environment can range from, but is not limited to the office, homes of referrals/clients, places of business, and in the community, potentially in both fair and inclement weather.

Minimum Qualifications

Associate's degree in Conflict Management, Social Work, Criminal Justice or closely related field **AND** 5 years of experience in Police crisis management, crisis work, case management or mediation.

Certification by Institute for the Study of Conflict Transformation, Inc., OR certification from the Dayton Mediation Center as a "Master Mediator" may be substituted for one (1) year of the above required experience.

Certifications

- Must obtain through the City of Dayton a Basic Mental Health First Aid certification within 6 months of employment and maintain thereafter as a term and condition of continued employment.
- Must obtain through the City of Dayton a First Aid for Adult/Child Cardiopulmonary Resuscitation (CPR) with Automated External Defibrillator (AED) certification within 6 months of employment and maintain thereafter as a term and condition of continued employment.
- Must receive certification by the Institute for the Study of Conflict Transformation, Inc. **OR** certification from Dayton Mediation Center as a "Master Mediator" within 12 months of employment and maintain thereafter as a term and condition of continued employment.

License Requirements

Must possess a valid driver's license at time of appointment and maintain thereafter as a term and condition of continued employment.

continues

Notes

Applications must specifically address each of the minimum qualifications, directly showing how each is met.

Background Check

A background investigation and evidence of Employment Authorization and Identity is required prior to employment. All candidates must pass any level of background investigation applicable to the position, including current city employees seeking transfer, promotion, demotion, etc. into a classified position.

Medical Examination & Drug and Nicotine Testing

Final appointment is contingent upon the applicant passing a job-related medical examination including drug screen. Applicants offered employment with the City will be required to pass a nicotine screening. Newly hired employees must remain tobacco and nicotine free as a condition of continued employment. The Tobacco and Nicotine Free Hiring Policy does not apply to current City employees.

Important COVID-19 Information

Beginning November 1, 2021, **newly hired** City of Dayton employees must attest to being fully vaccinated against the COVID-19 virus or be required to become fully vaccinated within 90 days of being hired.

An Equal Employment Opportunity Employer

M/F/H

Benefits

[Click here for benefit information](#)

Crisis Response Clinician

(<https://www.governmentjobs.com/careers/durham>)

Salary ⓘ	\$66,703.00 - \$103,398.00 Annually	Location ⓘ	Durham, NC
Job Type	Full time with benefits	Job Number	25-05538
Department	Community Safety	Opening Date	08/04/2025
Closing Date	9/1/2025 11:59 PM Eastern		

DESCRIPTION	BENEFITS	QUESTIONS
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Position Description



Work, Serve, Thrive. With the City of Durham
Advance in your career while making a real difference in the community you serve.

Hiring Range: \$66,703 - \$75,000

Schedule: 40 hours per week, consisting of three in-person 12 hour shifts and four hours of administrative work time. Responders are assigned shift hours of either 9:00am to 9:00pm or 12:00pm to 12:00am. Shift hours remain the same (i.e. those assigned to a 9:00am to 9:00pm shift never work 12:00pm to 12:00am, and vice versa). Responders will work one out of every three weekends. They will also have a six to seven day break every six weeks (built into their schedule). More information on schedule will be given during the interview process.

In 2022, the Durham Community Safety Department (DCSD) launched four 911 crisis response programs—collectively known as HEART (Holistic Empathetic Assistance Response Teams)—to meet the needs of people in crisis with compassionate care and behavioral health expertise. In the first twelve months of operation, and having responded to over 6,000 calls, HEART continues to demonstrate that alternative 911 responses are safe and effective. Interested applicants can visit [our website \(http://www.durhamnc.gov/HEART\)](http://www.durhamnc.gov/HEART) and [dashboard](#)

continues

(<http://www.durhamnc.gov/HEART-data>), watch [this clip](#) (<https://www.cnn.com/2022/10/07/health/911-response-mental-health-durham-wellness/index.html>) from CNN's Sanjay Gupta, listen to [this segment](#) (<https://www.wunc.org/news/2023-02-06/national-trend-durham-dispatching-mental-health-police-911-calls>) on NPR (WUNC), or read [this piece](#) (<https://www.theassemblync.com/politics/criminal-justice/durhams-new-model-for-public-safety/>) from The Assembly to learn more about our department. As part of a cohort of municipalities invested in developing transformative 911 crisis response programs, the Community Safety Department generates insights that affect cities across the country who visit, meet, and learn from and about HEART. In short: your work at the Community Safety Department will help seed a national movement.

DCSD is currently hiring for Crisis Response Clinicians interested in any of our three program areas below. Many of our Crisis Response Clinicians rotate through at least two programs, and most are cross-trained between programs. While not everyone will serve in multiple programs, we are looking for candidates excited about working in [multiple programs](#) (<https://www.durhamnc.gov/4807/Frequently-Asked-Questions-about-the-HEA>). In the application process, you will have an opportunity to let us know which programs you are most interested in as well as any you would not want to serve in.

- **Crisis Call Diversion** embeds licensed clinicians into Durham's 911 call center to triage, assess, and respond remotely to behavioral health related calls that can be resolved over the phone. It also supports in-person response and provides follow-up check-ins when appropriate for people who previously encountered emergency services. Its primary goal is to provide individuals with quality remote care and/or connect individuals to in-person care.
- The **Community Response Team** program sends three-person teams—consisting of a Crisis Response Clinician, a Peer Support Specialist, and EMT—to 911 calls for service involving behavioral health and quality of life concerns. CRT responds in-person without law enforcement and has a strong track record of safety (responders report feeling safe on over 99 percent of calls). Crisis Response Clinicians are responsible for behavioral health assessment, crisis intervention, and de-escalation in collaboration with their teammates. Crisis Response Clinicians act as team leads.
- **Co-Response** dispatches a Crisis Response Clinician with a Crisis Intervention Trained (CIT) police officer to the highest risk calls involving behavioral and mental health, substance use, and conflict mediation needs. The Crisis Response Clinician is responsible for behavioral health assessments, therapeutic interventions, and de-escalation in collaboration with the CIT officer.

DCSD's approach to work is flexible, highly collaborative, and evidence-driven. Our departmental culture prizes equity, care, and the health and safety of our staff. We are looking for candidates who share similar approaches and principles. We envision adding team members who are not only colleagues but partners in this challenging and purpose-driven work.

Crisis Response Clinicians will receive general administrative direction and clinical supervision from the Shift Supervisors. They will not carry out supervisory tasks.

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Duties/Responsibilities

- Respond to 911 calls related to behavioral and mental health, substance use, Intellectual Developmental Disability crises, and quality of life concerns using, people-centered and trauma-informed crisis intervention strategies.
- Develop highly collaborative, trusting, and productive relationships with other crisis response team members.
- Screen and assess individuals experiencing behavioral and mental health, substance use, Intellectual Developmental Disability, and quality of life related calls crises.
- Work closely with team members to de-escalate crisis situations and provide therapeutic interventions to individuals experiencing crisis.
- Develop individual care plans that identify the needs and barriers to treatment for individuals experiencing crisis and draw on the knowledge and insights of other team members.
- Maintain strong working knowledge of DSM5 diagnostic criteria, particularly for substance use, Severe Mental Illness (SMI) and Severe Persistent Mental Illness (SPMI), and Intellectual Developmental Disability.
- Provide "second response" follow-up to individuals who experienced crises, and others potentially affected by that crisis, to assess if and how further support might be extended.
- Assure that connections are made to services and supports based on individual choice and clinical assessment. Facilitate warm handoffs to other services as needed, which could involve directly transporting the individual in assigned work vehicle.
- Maintain accurate and up-to-date documentation as required by program deliverables and departmental, local, state, and federal policy and requirements.
- Develop and maintain clear, open, timely, cooperative, and collaborative communication and working relations with all staff, clients, community partners, and partner agencies.
- Participate in clinical and administrative supervision, case conferences, staff meetings, in-service training, continuing education units, and other staff development activities.
- Contribute to strategic planning activities and conversations regarding the performance and direction of the department, particularly in regard to crisis response and departmental culture.
- Demonstrate a high level of resilience and self-care as part of maintaining wellness in a high crisis and first responder position.

Minimum Qualifications & Experience

- Minimal Education includes (1) of the following;
 - Master's degree in social work, psychology, or related human services field.
 - Provisionally licensed or fully licensed professional within any of the following areas:
 - Licensed or Provisionally Licensed Clinical Addiction Specialist (LCAS/A)
 - Licensed or Provisionally Licensed Clinical Mental Health Counselor (LCMHC/A)
 - Licensed or Provisionally Licensed Clinical Social Worker (LCSW/A)
 - Licensed or Provisionally Licensed Marriage and Family Therapist (LMFT/A)

continues

- One year of relevant experience.
- A track record of demonstrating initiative and sound judgment when handling ambiguity.
- Ability to maintain confidentiality, and particularly HIPAA confidentiality, at all times.
- Must be able to travel to and from worksite and other locations within Durham.
- Must be able to walk/stand up to 75% of any assigned shift.
- A commitment to and interest in the mission of the department: to enhance public safety through community-centered approaches to prevention and intervention as alternatives to policing and the criminal legal system.
- A commitment to equity, which could include having already attended racial equity trainings.

Additional Preferred Skills

- Two or more years of crisis response experience.
- Experience working with Peer Support Specialists or other individuals with lived experience with behavioral and mental health, substance use, and/or Intellectual Developmental Disability crises.
- Prior experience in outreach/engagement to populations experiencing frequent behavioral and mental health, substance use, and/or Intellectual Developmental Disability crises.
- Strong knowledge and experience with service delivery documentation (including counseling/treatment planning), HIPAA/Confidentiality standards, utilization review, and data management.
- Ability to speak two or more languages, with a high priority on Spanish.
- Familiarity with Durham health systems and community resources/services for physical health behavioral and mental health, substance use, Intellectual Developmental Disability, family dynamics, sexual/physical abuse, Veterans' Services, vocational rehabilitation, housing, justice involvement, and other services.
- Advanced collaboration and interpersonal skills with the ability to build consensus and promote the exchange of information among team members and partners.
- A commitment to, knowledge of, and affection for Durham and its communities, which could include living in Durham.

Employer
City of Durham

Address
101 City Hall Plaza

Durham, North Carolina, 27701

Workforce posting 9: Peer Support Specialist

Peer Support Specialist

(<https://www.governmentjobs.com/careers/durham>)
[in](#) [f](#) [✉](#) [APPLY](#)

Salary ⓘ	\$49,737.00 - \$77,169.00 Annually	Location ⓘ	Durham, NC
Job Type	Full time with benefits	Job Number	25-05473
Department	Community Safety	Opening Date	06/19/2025
Closing Date	Continuous		

DESCRIPTION	BENEFITS	QUESTIONS
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Position Description



Hiring Range: \$49,026 - \$59,613
Schedule: 40 hours per week, consisting of three in-person **12 hour shifts** and four hours of administrative work time. Responders are assigned shift hours of either 9 am to 9 pm or noon to midnight. Responders will work **one out of every three weekends**. They will also have a **six?to seven?day break every six weeks** (built into their schedule). More information on scheduling will be given during the interview/hiring process.?

START DATE: July 28th, 2025

POSITION DESCRIPTION:
In 2022, the Durham Community Safety Department (DCSD) launched four 911 crisis response programs—collectively known as HEART (Holistic Empathetic Assistance Response Teams)—to meet the needs of people in crisis with compassionate care and behavioral health expertise.

DCSD is currently hiring **Certified Peer Support Specialists** for our Community Response Teams. DCSD recognizes lived experience as an important form of expertise that helps better position our teams to provide compassionate care. Please review the program

continues

descriptions below;

- The **Community Response Team** sends multi-person teams— that may include a Clinician (Team Lead), Peer Support Specialist, and/or an EMT. These teams respond to 911 calls involving behavioral health and quality of life related concerns. CRT responds in-person, without law enforcement and our data has shown a safety rating for over 99 percent of calls. Peer Support Specialists regularly engage with neighbors by providing input on community resources, interventions, and support through the lens of their previous lived experience.
- DCSD's approach to work is flexible, highly collaborative, and evidence driven. Our departmental culture prizes equity, care, and the health and safety of our staff. We envision adding team members that are not only colleagues, but partners in this challenging and purpose-driven work.

To learn more about Durham Community Safety Department (DCSD) applicants are encouraged to visit DCSD:HEART website (<http://www.durhamnc.gov/HEART>). -- Data Dashboard (<http://www.durhamnc.gov/HEART-data>). -- CNN Clip (<https://www.cnn.com/2022/10/07/health/911-response-mental-health-durham-wellness/index.html>) from CNN's Sanjay Gupta -- NPR WUNC segment (<https://www.wunc.org/news/2023-02-06/national-trend-durham-dispatching-mental-health-police-911-calls>)--Article by The Assembly (<https://www.theassemblync.com/politics/criminal-justice/durhams-new-model-for-public-safety/>), about our department.

Duties/Responsibilities

- Respond to 911 calls involving mental health, behavioral health, substance use, and related non-violent crises using trauma-informed, person-centered strategies. Collaborate with Community Responder Team members to assess needs, develop response plans, and provide culturally competent support. Ensure warm handoffs and follow-up based on peer preference and clinical guidance.
- Maintain timely and accurate documentation in compliance with agency and regulatory standards. Foster strong communication and partnerships with staff, clients, and community agencies.
- Engage in supervision, team meetings, and professional development, integrating lived experience and peer voices into planning and evaluation. Support strategic initiatives related to crisis response and team culture.
- Uphold personal resilience and self-care practices to sustain wellness in a high-intensity first responder role.

Minimum Qualifications & Experience

continues

9/17/25, 9:56 PM

Job Openings | City of Durham Career Page

- High school diploma or GED
- Completion of a mental health, peer support specialist, or equivalent certificate program (please click this for more information about this certification: [LINK \(https://pss.unc.edu/\)](https://pss.unc.edu/))
- Two years of experience related to substance use, behavioral health, or the criminal justice system.
- Must have a valid, unrestricted, North Carolina driver's license "or" if you currently have another state driver's license, must be willing and able to obtain a valid NC driver's license within 60 days of hire (Team members respond to crisis calls via agency-provided vans)
- Strong understanding of behavioral health symptoms and crisis intervention strategies, with the ability to connect individuals to appropriate resources.
- Must be able to travel within Durham
- Must be able to walk or stand for up to 75% of a shift
- Basic computer proficiency

Additional Preferred Skills

- At least two years of experience in peer counseling or related work with diverse populations. Prior professional experience in crisis response or intervention is preferred.
- Demonstrated commitment to the department's mission and values.

Employer
City of Durham

Address
101 City Hall Plaza

Durham, North Carolina, 27701

Workforce posting 10: Behavioral Crisis Response Program Manager

Find your perfect job

⚡ Upload your resume - let employers find you

⚠ Job expired This job from Mar 19, 2025 is no longer available for applications.

Canopy Roots

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Behavioral Crisis Response Program Manager

Minneapolis, MN

\$100K - \$130K (Employer provided)

Is your resume a good match?

Use AI to find out how well the skills on your resume fit this job description.

Upload resume

About the BCR

The Behavioral Crisis Response (BCR) team offers a powerful alternative to traditional law enforcement response to mental health emergencies in Minneapolis, MN. The mission of the BCR is simple yet impactful: to de-escalate non-violent crisis situations through compassionate, culturally informed care that respects each person's unique needs. Our diverse team of certified mental health first responders bring specialized, trauma informed expertise to every call, ensuring that support is given with empathy and understanding. Since launching in December 2021, our Minneapolis team has responded to over 20,000 crisis calls via 911, providing care and stability to individuals in need.

About the Role

The Program Manager will oversee the day to day operations of the BCR program, collaborate with community partners, and direct the program's clinical approach. This position will oversee three program supervisors and sit on the organization's leadership team. The program manager will also be involved in supporting new alternative response programs. This position will report to the Director of Clinical Operations.

Job Detail:

Start Date: As soon as possible

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Location: Minneapolis, MN; The work setting is flexible, with the ability to work remotely, but working from the office or community as is required for completion of job duties, and maintenance of stakeholder and work relationships.

Hiring Salary Range: **\$100,000-\$130,000** Starting salary will depend on your skills and demonstrated readiness for the role.

Hours/Day: Monday-Friday, 40+ hours a week - including evenings, and weekends when necessary. This role requires the Program Manager to be on-call for consultation outside of work hours, in rotation with the Program Supervisors, and as a backup 24 hours a day.

Job Type: Full Time, Exempt

Essential Job Functions

- - Oversight of Clinical Approach and Day to Day Operations**
 - Oversee the program's clinical approach, ensuring cultural responsiveness and trauma-informed services
 - In collaboration with program supervisors, oversee the operations and effectiveness of the BCR to ensure 24/7/365 operation of services
 - Provide regular supervision to Program Supervisors, including consulting on performance management, recruitment, and program operations
 - Collaborate with Training & Development and People Operations departments to ensure staff satisfaction and competence of BCR responder staff
 - Work with Organizational Development, Contract Operations, and supervisors to adjust the service model/approach based on research, evolving best practices, and industry standards
 - Partner with the Community and Government Relations Specialist to engage the community advisory board on issues related to community needs and program accountability.
 - Support Program Supervisors in managing operations of other local short-term pilot programs similar to the BCR.
- - Program representation and collaboration with technical stakeholders**
 - Interact with stakeholders who are relevant to the operation of the program, primarily representatives of City of Minneapolis, Minneapolis Fire Department, Minneapolis Police Department, Minneapolis Emergency Communications Center, Hennepin County and members of the press.
 - Track and report on program outcomes and goals to stakeholders
 - Collaborate with Contract Operations to implement program changes in response to stakeholder needs
 - Ensure program compliance with the terms of the BCR service contract
 - Engage with external evaluation and policy professionals from academic and research institutions focused on defining, growing, and measuring the impact of diverting 911 calls from police to an unarmed first responder units
- - Policy coverage and compliance**

'GLASSDOOR'

continues

- Develop, review and communicate new or updated program policies and collaborate cross-departmentally as needed
- Track program costs and ensure compliance with the program budget
- Seek out and engage with resources for improving the program's outcomes and practices
- Serve as dotted-line supervisor to administrative staff assigned to BCR program
- Others duties as assigned

Requirements

While we have identified specific requirements for this role, we acknowledge that not all candidates may possess every requirement listed. We encourage all applicants who believe they possess the necessary skills and experience to perform the role satisfactorily to apply, regardless of whether they meet each requirement to the fullest extent.

- Meets requirements of a mental health professional as defined by MN statute 245.462,
- 3+ years of post licensure experience providing mental health treatment services
- 3+ years of successful supervision/leadership experience
- Experience successfully working with marginalized populations and BIPOC
- Demonstrates excellent written/verbal communication and collaboration skills
- Experience working in treatment settings that include mental health crisis intervention
- Strong knowledge of community resources and levels of care for mental health treatment in Minnesota
- Experience interacting with stakeholders in government and/or law enforcement

Physical Requirements

- Lift and carry objects weighing up to 50 pounds
- Stand for at least 30 minutes at a time
- Walk for at least 15 minutes at a time
- Run for at least 10 seconds
- Climb stairs independently
- Reach forward and overhead
- Squat or kneel
- Twist and bend from the trunk
- Use a keyboard
- Engage in repetitive motion

The above statements are not intended to encompass all functions and qualifications of the position. Rather, they are intended to provide a general framework of the requirements of the position. Employees may be required to perform other functions not specifically addressed in this job description.

About Canopy Roots

Canopy Roots is an innovative mental health organization offering culturally affirming, unarmed first responder services to people in crisis via 911 in the city of Minneapolis. We promote safety for people in crisis by providing emotional de-escalation strategies, crisis intervention support, and connection to appropriate resources. Crisis Responders are members of the communities they serve, reflecting the wide range of cultural and racial identities and experiences of the people who need our services the most.

Benefits

'GLASSDOOR'

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We care deeply about our employees and know holistic support is essential for our staff to carry out their work. Our generous employment package include:

- Medical, Dental, and Vision Insurance. Coverage available for your spouse, domestic partner and/or eligible dependents
- Flexible Spending Account (FSA), Dependent Care FSA, and Health Care Savings Account (HSA)
- Short-term and long-term disability insurance at no cost to you
- Ancillary insurance plans available for purchase
- 401k retirement plan with company match vested after one year of employment
- 10 paid holidays
- 7 days of wellness leave each year
- 16 days of PTO each year
- Employee Assistance Program (EAP)

Workplace Culture

Canopy Roots is a values-based, inclusive workplace that strives to create a space where our 45+ employee's unique talents, learning styles and lived experiences are valued. Creating an engaging work environment is an essential part of our culture. We uphold this commitment through staff surveys, professional development, and reflection and processing space in weekly "collective" meetings.

Our Hiring Process

Our People Operations is committed to a person-first centered approach to our hiring process.

Candidates can view currently open positions and apply online via canopyrootsmn.com/about/careers. For all positions, our hiring process includes a virtual screening interview and in-person panel interviews, reference checks and background checks for final candidates. All responder candidates must be fingerprinted and reviewed by the BCA and FBI.

Persons of color, women, members of the LGBTQ community, veterans, and individuals with disabilities are strongly encouraged to apply. If you require reasonable accommodation in completing this application, interviewing, or otherwise participating in the employee selection process, please direct your inquiries to the Human Resources team at careers@canopyroots.com. At this time, we are unable to provide company sponsored visas and are only considering candidates who are eligible to work in the United States.

Show less ✓

Base pay range

\$100K – \$130K /yr (Employer provided)

\$115K /yr Median

Minneapolis, MN

 If an employer includes a salary or salary range on their job, we display it as "Employer Provided". If a job has no salary data, Glassdoor displays a "Glassdoor Estimate". To learn more about "Glassdoor Estimates," see our [FAQ](#) page.

GLASSDOOR

Workforce posting 11: Community Response Supervisor

Sign In

'GLASSDOOR'

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🔍 Find your perfect job

⚠️ Job expired

This job from Jun 9, 2025 is no longer available for applications.



Policing Alternatives & Diversion Initiative (PAD)

5.0★

...

Community Response Supervisor

Atlanta, GA

\$55K - \$65K (Employer provided)

Is your resume a good match?

Use AI to find out how well the skills on your resume fit this job description.

Upload resume

ATTENTION: DO NOT APPLY ON THIS SITE. APPLICATIONS ON THIS SITE WILL NOT BE REVIEWED. PLEASE FOLLOW SUBMISSION INSTRUCTIONS ON THIS JOB DESCRIPTION.

JOB ANNOUNCEMENT

COMMUNITY RESPONSE SUPERVISOR

POLICING ALTERNATIVES & DIVERSION INITIATIVE

Position: Community Response Supervisor

Position type: Full-time, exempt Compensation:

Salary range of \$55,000-\$65,000 Supervisor: Director of Community Response

The Policing Alternatives & Diversion (PAD) Initiative seeks a Community Response Supervisor who feels passionately about reducing the harms of substance misuse, unmet mental health needs, and poverty with individuals and communities. The Supervisor will lead a team of Coordinators in processing law enforcement and community referral requests, dispatching community response teams and coordinating emergency housing as well as a team of Community Responders in responding to law enforcement and community referral requests, conducting street outreach and engagement, and providing harm reduction services and emergency case management to individuals in need of support.

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'GLASSDOOR'

Supervise up to 2 PAD Referral Coordinators to triage and coordinate law enforcement diversion response and response to community referrals through the City of Atlanta 311 line;

Work closely with partner agencies to conduct joint outreach and provide reconnection and warm hand-offs for individuals who have established relationships with those partners;

Ensure ongoing outreach and training to develop and maintain relationships with law enforcement, business owners, neighborhood residents, and other stakeholders, including setting outreach goals, providing coaching and leading outreach blitzes;

Support Referral Coordinators and Community Response teams as needed to conduct referral, response, screening, assessments, placements, and transportation for referred individuals;

Work closely with the PAD Care Navigation team and PAD Community Engagement team to collaborate on PAD, stakeholder, businesses and participant engagement;

Oversee documentation and monthly reporting from the Coordination and Harm Reduction team's activities, using Apricot Social Solutions Database and submitted expense reports.

Collaborate with E-911 to determine call deflection.

Perform other duties as assigned.

Qualifications:

Master's degree in Social Work, Psychology, or Counseling preferred.

Minimum 3 years' experience supervising individuals in a social service setting

Minimum of 3 years' experience working with people who are over-policed and under-served, including those who are currently or formally incarcerated and Trans and LGBTQ communities;

Demonstrated leadership and experience working in support of people who are experiencing homelessness, substance addiction, mental health issues, and/or extreme poverty, preferably in the Metro Atlanta area;

Understanding of and commitment to the harm reduction philosophy and a non-judgmental approach to people's wellness;

Excellent communication and interpersonal skills, including the ability to remain calm under pressure and diplomatic in tense situations;

Proficient computer skills utilizing database and office suite software;

Experience in program development, management and administration;

Valid Georgia Driver's License required

APPLICATIONS WHICH DO NOT MEET THESE REQUIREMENTS WILL NOT BE REVIEWED:

APPLICATION:

continues



b. gives an example of harm reduction from your own experience

2.A resume

DEADLINE: Rolling until filled

SUBMISSION: Send in PDF format to jobs@atlantapad.org

The Policing Alternatives & Diversion Initiative is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, military status, age, qualified handicap or disabled status. We are committed to providing a workplace free of any discrimination or harassment.

Job Type: Full-time

Pay: \$55,000.00 - \$65,000.00 per year

Benefits:

- Dental insurance
- Employee assistance program
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Schedule:

- 8 hour shift
- Monday to Friday

Work Location: In person

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[See company reviews](#) →

Base pay range

\$55K – \$65K/yr (Employer provided)

\$60K/yr Median

Atlanta, GA

 If an employer includes a salary or salary range on their job, we display it as "Employer Provided". If a job has no salary data, Glassdoor displays a "Glassdoor Estimate" if available. To learn more about "Glassdoor Estimates," see our [FAQ](#) page.

Conversations @Policing Alternatives & Diversion Initiative (PAD)

Workforce posting 12: Business Services Manager

Business Services
Manager

(<https://www.governmentjobs.com/careers/durham>)
   [APPLY](#)

Salary ⓘ	\$85,653.00 - \$132,772.00 Annually	Location ⓘ	Durham, NC
Job Type	Full time with benefits	Job Number	25-05586
Department	Community Safety	Opening Date	08/27/2025
Closing Date	9/24/2025 11:59 PM Eastern		

DESCRIPTION	BENEFITS	QUESTIONS
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Position Description



Work, Serve, Thrive. With the City of Durham

Advance in your career while making a real difference in the community you serve.

Business Services Manager

Our mission: *To reduce harm, extend care, and increase stability for neighbors facing crises.*

Hiring Range: \$85,653 - \$102,783

Hours: Monday – Friday, 9am - 5pm

About the Department

In 2022, the Durham Community Safety Department (DCSD) launched four 911 crisis response programs—collectively known as HEART (Holistic Empathetic Assistance Response Teams)—to meet the needs of people in crisis with compassionate care and behavioral health expertise. In the first three years of operation, and having responded to over 30,000 calls, HEART continues to demonstrate that alternative 911 responses are safe and effective. Interested applicants can visit [our website \(http://www.durhamnc.gov/HEART\)](http://www.durhamnc.gov/HEART) and [dashboard \(http://www.durhamnc.gov/HEART-data\)](http://www.durhamnc.gov/HEART-data); listen to [The Fifth Branch](#)

continues

<https://www.durhamnc.gov/4838/Community-Safety-News-Media>), a 3-part podcast that offers a behind the scenes look at HEART; watch [this clip](#) <https://www.cnn.com/2022/10/07/health/911-response-mental-health-durham-wellness/index.html>) from CNN's Sanjay Gupta; listen to [this segment](#) <https://www.wunc.org/news/2023-02-06/national-trend-durham-dispatching-mental-health-police-911-calls>) on NPR (WUNC); or read [this piece](#) <https://www.theassemblync.com/politics/criminal-justice/durhams-new-model-for-public-safety/>) from The Assembly to learn more about our department. As part of a cohort of municipalities invested in developing transformative 911 crisis response programs, the Community Safety Department generates insights that affect cities across the country who visit, meet, and learn from and about HEART. In short: your work at the Community Safety Department will help seed a national movement.

In 2025, DCSD's scope of work is growing to include other dimensions of community safety. DCSD will add a new division focus on stabilization services that will include a reentry program, a guaranteed income program, street outreach, homeless services, Care Navigation (teams dedicated to providing follow up support to people after a 9-1-1 call), and Familiar Neighbors (teams dedicated to supporting people with complex needs – often at the intersection of homelessness, mental illness, and substance use -- who are interacting frequently with the criminal legal system).

About the role

DCSD is hiring a Business Services Manager to support core business, budget, and finance operations for 75+ person department. The Business Services Manager will be responsible for supervising a small 2 – 4 person administration team, providing management analysis and oversight; preparing, reviewing, monitoring and adjusting a department's budget; preparing financial reports; overseeing contract administration, Requests for Proposals, grant management, procurement processes (requisitions and invoices, reviewing and approving purchase card statements, and contract progress payments), and personnel management.

The manager will report to the departmental director. Decision-making includes providing input into management objectives, establishing work goals and objectives of a unit to carry out management direction, and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

How you'll know if you're a good match for our department

DCSD's approach to work is flexible, highly collaborative, and evidence-driven. Our departmental culture prizes equity, care, and the health and safety of our staff. If you resonate with the statements below, you'll be a great match for our approach to work.

- You thrive in collaborative spaces – teamwork is at the core of your desired work-life.
- You enjoy a workplace that emphasizes learning and translating insight into real change—both in the workplace and in how we engage with the people we serve.
- You're eager to learn—about people, about social systems, about new ways to approach care.
- You love caring for others *and* you know how to take care of your own needs, too.

continues

Duties/Responsibilities

- Provides general management oversight of financial, budget, contract administration, grants, performance, personnel, or program administration functions; develops and updates policies, and procedures related to these functions; supervises staff; and ensures compliance with contracts, and applicable regulations, policies, and procedures.
- Prepares, reviews, monitors, and adjusts budgets; reviews, evaluates, and/or approves expenditures, budget transfers, and fund allocation; researches, reviews, and analyzes financial information; and develops and makes budget and financial recommendations.
- Coordinates the preparation of and/or prepares, reviews, maintains and submits financial and other complex, special, and general reports, plans, contracts, applications, memorandums, and other documents; researches, compiles, reconciles, and analyzes information; develops findings and makes related recommendations; reviews work and work of others for accuracy, completeness, and compliance with applicable specifications, requirements, regulations, policies, and procedures.
- Supports the Director and Assistant Directors in developing and monitoring the annual budget. Prepares budget reports and conducts related analyses.
- Developing and implementing compliance protocols, policies, and procedures.

Minimum Qualifications & Experience

- Bachelor's degree or equivalent in business or public administration, or directly related field or related field
- Five years of professional experience that includes subject-matter expertise and knowledge in area related to assignment
- Two years of supervisory experience.
- A commitment to and interest in the mission of the department: to reduce harm, extend care, and increase stability for neighbors facing crises.
- A commitment to equity, which could include having already attended racial equity trainings.

Additional Preferred Skills

- Master's degree in business or public administration;
- Federal grants management and reporting experience (CDBG, HOME, ESG, CAPER, Annual Action Plan);
- Experience with Enterprise Resource Planning (ERP) systems like Munis or Oracle a plus.
- Experience with personnel management and payroll.
- Experience with budget planning and reporting, and proficient use of spreadsheet applications like Excel.
- Experience with purchase orders, processing invoices, RFPs, and requisitions, especially in a government setting.

Reporting and investigation professionals examples

Workforce posting 13: Civilian Crash Investigator



CITY OF
CHARLOTTE



CIVILIAN CRASH INVESTIGATOR #2403-239200-01

Date Opened

Friday, March 15, 2024 4:00 PM

Close Date

Friday, March 29, 2024 11:59 AM

Section

Police

Salary

\$46,200-\$52,000

Employment Type

Full Time



OVERVIEW

The City of Charlotte is the largest municipality in North Carolina and the 15th largest city in the United States, with a total population of more than 897,000 citizens. A major commerce center, Charlotte hosts several of the nation's largest banks and technology companies.

Also known as the Queen City, Charlotte is home to the Carolina Panthers, the Charlotte Hornets and the NASCAR Hall of Fame. We work hard to ensure that the community will be a winning city for everyone – a truly remarkable place to live, work, learn and play. Join us in helping to keep our City thriving, ensuring upward mobility and advancement in the workplace.

SUMMARY

A successful candidate must be able to perform a variety of duties pertaining to the investigation of motor vehicle (property damage only) collisions, including writing accident reports, controlling traffic

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flow, directing traffic, and providing crowd control; to perform various administrative support duties. Working in an office and vehicle setting is essential to the position of this job. This position must be able to drive independently as an essential function. This position may be assigned to various shifts, including weekends and holidays.

MAJOR DUTIES AND RESPONSIBILITIES

- Investigate the scene, initiate proper assistance by requesting emergency services (wreckers, ambulances, fire department, law enforcement), and direct traffic to ensure safety and smooth flow.
- Provide aid to disabled vehicles and remove abandoned vehicles that obstruct traffic flow.
- Gathering evidence such as skid marks, vehicle damage, photographs, and witness statements.
- Provide assistance to police officers, paramedics, and tow truck drivers as needed.
- Completing paperwork, filing reports, and maintaining records.
- Conducting interviews with all parties involved in the accident to gather information about the events leading up to the crash.
- comprehensive reports detailing the accident, including diagrams, witness statements, and conclusions about the cause.
- Implement manual traffic control measures at accident scenes, road closures, malfunctioning traffic signals, and other situations requiring intervention.
- Monitor designated areas to identify potential hazards.
- Utilize cones, barricades, and flares to control crowds and traffic at hazards, collisions, and other events requiring crowd control.
- Access and input data on a computer to locate wanted individuals, check license plates and drivers' licenses, and access relevant information.
- Ensure the functionality and readiness of assigned vehicles, equipment, and supplies.
- May be required to provide witness testimony in legal proceedings.
- Assist with various administrative tasks as needed.
- Perform all other duties assigned.

KNOWLEDGE, SKILLS & ABILITIES

- Pertinent federal, state, and local laws: Possess comprehensive knowledge of criminal and traffic laws, including statutes, ordinances, and codes relevant to law enforcement duties.

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- Understand and apply departmental policies, procedures, and guidelines governing daily operations and investigations.
- Familiarity with the resources and services provided by public and private agencies within the community.
- Effective use of interviewing techniques to gather accurate information from victims, witnesses, and suspects.
- Keen ability to observe details at crime scenes and during interactions with individuals.
- Knowledge and application of proper investigative techniques, including evidence collection, crime scene analysis, and report writing.
- Ability to communicate effectively and respectfully with the public, building rapport and trust.
- Skillfully write clear, concise, and accurate reports that document incidents and investigations.
- Excellent communication skills, both oral and written, to convey information effectively to diverse audiences.
- Maintain accurate and organized records of incidents, investigations, and other departmental functions using modern technology.
- Proficient in utilizing various computer software and programs relevant to law enforcement work.
- Ability to prioritize tasks effectively and manage time efficiently in a fast-paced environment.
- Familiarity with the city and surrounding area, including streets, districts, landmarks, and jurisdictional boundaries.
- Possess strong mental capacity for sound judgment and decision-making under pressure, along with physical fitness to endure demanding duties.
- Build and maintain positive working relationships with colleagues, superiors, and members of the community.
- Strictly adhere to departmental safety rules and regulations while maintaining confidentiality of sensitive information.
- Demonstrate adaptability and initiative in handling diverse situations and working independently as needed.
- Capability to work outdoors in various weather conditions, including extreme temperatures.
- Possess sufficient physical strength and dexterity to perform duties such as assisting with vehicle removal.

ADA and Other Requirements:

Positions in this class typically require grasping, talking, hearing, seeing, and repetitive motions. Must be able to drive safely in adverse weather conditions.

Physical Requirements:

- Essential and marginal functions may require maintaining physical conditions necessary for sitting, standing, climbing, or walking for extended periods of time
- Light to moderate lifting and carrying; some crouching, stooping, squatting, crawling, reaching, pushing, and pulling when performing tasks.
- Adequate vision, hearing, and speech required.

Sensory Requirements:

- Concentrated and attentive use of one or more senses (visual, audio, and other sensory modalities) for proofreading, data entry, and tabulating data.
- Ability to operate in an environment with frequent interruptions from people and or noises, adverse weather, which in return could result in some level of stress, fatigue, or strain.
- Comprehensive written information in work-related documents.
- Ability to hear, understand, and distinguish speech.

Working Conditions:

Work is performed in a vehicle environment with exposure to outdoor atmospheric conditions; exposure to environmental conditions (such as officers, community members, victims, etc.); and frequent exposure to computer screens, files, and phones. This job classification description is intended to be generic in nature. It is not necessarily an exhaustive list of all duties and responsibilities. The essential duties, functions, and responsibilities and Fair Labor Standards Act (FLSA) designation may vary based on the specific tasks assigned to the position. Working in an office and vehicle setting is essential to the position of this job. This position must be able to drive independently as an essential function. This position maybe assigned to various shifts, including weekends and holidays.

PREFERRED QUALIFICATION

Associate degree with three (3) years of progressively responsible office support experience working in a professional office setting at an administrative level. Executive level and/or law enforcement experience is extremely preferred.

MINIMUM QUALIFICATIONS

- High School Diploma / GED with related experience in non-emergency motorist safety (e.g., monitoring radio dispatch for vehicle crashes, traffic hazards, and disabled vehicles) and/or directly related field.

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- Must possess a valid North Carolina or South Carolina Driver's License
- Must be able to obtain a certification as a Civilian Traffic Investigator through the North Carolina Justice Academy

Certification for NCIC/DCI

CONDITIONS OF EMPLOYMENT

The City's Background Check Policy requires background checks to be conducted on final internal or external candidate(s) applying for any position with the City of Charlotte. The type of information that will be collected as part of a background check includes, but is not limited to: reference checks, social security verification, education verification, criminal conviction record check, and, if applicable, a credit history check, sex offender registry and motor vehicle records check.

Background checks must be in compliance with all federal and state statutes, such as the Fair Credit Reporting Act (FCRA). The checks must be consistent with the guidelines set forth by these laws requiring organizations to obtain a candidate's written authorization before obtaining a criminal background report, motor vehicle records check or credit report; and to properly store and dispose of information derived from such reports.

Final candidates must pass a pre-employment drug-screening test and physical examination. During the selection process, candidates may be asked to take a skills test, and/or participate in other assessments.

The City of Charlotte is an Equal Opportunity Employer.

HOW TO APPLY

Apply online.

Federal law requires employers to provide reasonable accommodations to qualified individuals with disabilities. Please tell us if you require a reasonable accommodation to apply for a job.

You are welcome to visit the City of Charlotte Human Resources Department lobby where we have workstations available. Our office is located at 700 East 4th Street, Suite 200, Charlotte, NC 28202. Our hours are Monday through Friday, 8 a.m. to 5 p.m. (EST), excluding official City holidays.

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Anyone seeking an accommodation to apply for a job may call (704) 336-2285 for assistance or you may email questions to CityHrJobPostingsNotify@ci.charlotte.nc.us.

BENEFITS

The City of Charlotte provides a comprehensive benefits package to all employees.

[Click here](#) to learn more about the City of Charlotte's benefits.

The City of Charlotte is a drug and alcohol-free workplace.

IN CONCLUSION

If you have technical issues submitting your application, [click here](#).

Fill out the Supplemental Questionnaire and Application NOW using the Internet.	 Apply Online
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Workforce posting 14: Telephone Reporting Unit Specialist



Sign up

← Job Search

Telephone Reporting Unit Specialist

County of Henrico Police Division - \$47,788 - \$87,908/Yr

posted 10 months ago

Full-time • Entry Level

▼ About the position

The Telephone Reporting Unit Specialist at the County of Henrico Police Division is responsible for providing 24/7 telephone and in-person support to police operations. This role involves managing documents and records, handling non-emergency calls, and performing various administrative tasks under general supervision. The position requires strong communication skills, the ability to work independently, and a commitment to customer service in a public safety environment.

▼ Responsibilities

- Provide 24-hour/7-days week telephone and in-person coverage to support Division of Police operations.
- Perform specialized support duties related to documents and records management using multiple proprietary systems.
- Handle non-emergency telephone calls from citizens and Police personnel in support of Record Unit's operations.
- Work independently to interpret and adapt guidelines to specific cases or problems.
- Research and solve problems in response to inquiries from the public and other agencies.
- Compile data and provide detailed records and reports as required.
- Staff citizen windows, receptionist desk, and officer window, collecting service fees and responding to hotline calls during regular and non-regular business hours.



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continues

- High school diploma or GED.
- 2 years of relevant administrative support experience, preferably in a public safety setting.
- Strong computer skills with the ability to use business software and proprietary applications.
- Excellent interpersonal and customer service skills.
- Strong oral and written communication skills.
- Ability to work independently and represent the Police Division positively.

✓ Nice-to-haves

- Knowledge of the structure and operation of government and community agencies.
- Ability to synthesize complex data and provide appropriate information or solutions.

✓ Benefits

- Competitive compensation package.
- Close-knit work atmosphere with low employee turnover.
- Opportunities for professional development.

 Apply

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