



Town of Rockland

Job Description

Position Title:	Co-Response Mental Health Clinician	Department:	Rockland Police Department
Reports To:	Deputy Chief	Date	8/14/2025
Appointing Authority:	Rockland Police Department	FLSA:	Non-Exempt

Summary:

The Co-Response Mental Health Clinician will serve as an in-house clinician working with the officers of the Rockland Police Department in a co-response model. This clinician will work collaboratively with police personnel to assist with calls involving individuals exhibiting signs of mental distress, opiate abuse, or other substance use disorders. The clinician will provide on-site assessments to facilitate diversion, connect people experiencing behavioral health crises to resources and services, provide crisis intervention, model best practices aligned with the community-based mission, and assist in delivering training.

Essential Functions:

The Co-Response Mental Health Clinician will be responsible for the following and other responsibilities as determined by the Chief of Police:

- Accompany first-responding officers to call-out situations, promoting an ethical, structured, healthy, and helpful environment.
- Serve as clinical liaison to police department personnel.
- Provide psychiatric and substance abuse evaluation of individuals and families in crisis in police custody, community, clinic, and hospital settings.
- Provide crisis intervention services including crisis case management and short-term crisis counseling as follow-up from initial evaluation.
- Maintain linkages with community services by providing documented case consultations and problem resolution and referring individuals to appropriate services.
- Develop and maintain a thorough knowledge of managed care and health insurance systems; provide other clinicians with managed care information and resources pertinent to the crisis being managed.
- Participate in cross training of police personnel and Co-Response Program team members.
- Provide oversight of clinical and operational aspects of the Rockland Police Department Co-Response Program, ensure follow up is coordinated from previous shifts, coordinate training, and complete administrative tasks as necessary.
- Maintain linkages with law enforcement and community agencies by providing documented case consultation, program development and problem resolution.
- Develop and deliver mental health training for Rockland Police Department.
- Develop and maintain a thorough knowledge of managed care and health insurances systems; provide other clinicians with managed care information and resources pertinent to the crisis being managed.
- Assist staff in prioritizing client-centered, transparent interventions that aim to be responsive to the needs of the whole person.

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- Respond to individuals in crisis with creative approaches to offer individuals the least restrictive level of care.
- Provide information on treatment and referral services to individuals and families.
- Maintain necessary documentation and records in accordance with program requirements.
- Demonstrate a proactive commitment to maintaining effective communication with police officers, organizations, and community members to facilitate and promote effective working relationships.
- Ensure that clinical services are being delivered in accordance with licensing and regulatory bodies.

Recommended Minimum Qualifications:

- Master's degree in Social Work, Counseling Education, Forensic Psychology, Counseling Psychology, Rehabilitation Counseling, or a related counseling field.
- Massachusetts licensure in Mental Health Counseling, Social Work, or Psychology, or actively working toward licensure.
- At least two years' experience with the target population (inpatient, outpatient, or residential), with one year in a diversion program.
- Knowledge of the DSM-5 and ability to apply diagnostic criteria.
- Cultural competence and ability to serve diverse populations.
- Valid driver's license and access to an insured vehicle.
- Strong client intake, interviewing, and assessment skills.
- Proactive, ethical, and creative approach with strong interpersonal skills.
- Ability to work effectively with employees, providers, and the public.
- Must pass CORI and a comprehensive Rockland Police Department background check.

Special Conditions:

To ensure 24/7 public safety coverage, employees must be available during emergencies and may be subject to forced overtime.

Supervision Received:

Works under the administration and direction of the Deputy Chief, with considerable latitude for independent judgment and action. Refers specific problems to the Deputy Chief when clarification or interpretation of department policy or procedure is required.

Supervision Exercised:

May supervise other Mental Health Clinicians if employed.

Confidentiality:

In accordance with the State Public Records Law, the employee has regular access to highly sensitive and confidential information, including protected health information (PHI), clinical records, law enforcement records, official personnel files, and other materials that, if improperly disclosed, could compromise individual privacy, ongoing investigations, and the integrity of Town operations.

Accountability:

Consequences of errors, missed deadlines, or poor judgment could result in harm to individuals in crisis, jeopardize public safety, cause delays in service delivery, undermine public trust, result in monetary loss, or lead to legal repercussions for the Town. The employee is expected to exercise a high degree of professionalism, discretion, and accuracy in all aspects of the work.

Judgment:

Work is performed in accordance with administrative and municipal policies, state and federal laws, mental health regulations, and professional standards of practice. Extensive judgment and clinical expertise are required to assess complex situations, determine appropriate interventions, adapt existing approaches, and make critical decisions in real time—often under pressure and in unpredictable circumstances. The employee serves as a subject matter expert within the department, interpreting guidelines and developing operational protocols for crisis response.

Complexity:

Work involves the application of a broad range of clinical, behavioral health, and crisis intervention principles, as well as law enforcement and community engagement strategies. Assignments include assessing behavioral health trends, recommending program improvements, coordinating with multiple service providers, and developing innovative approaches to crisis intervention. The position requires balancing clinical best practices with the operational needs of public safety.

Nature of Public Contacts:

The employee has frequent and direct interaction with individuals in crisis, family members, law enforcement personnel, healthcare providers, community agencies, and local, state, and federal officials. These interactions often occur under sensitive, high-stakes circumstances. The role demands a high degree of diplomacy, tact, and situational awareness, as the employee represents both the Town and the Police Department in critical and potentially impactful situations.

Work Environment:

The work environment includes both a professional office setting with moderate noise levels and field work in a variety of locations, including private residences, public spaces, and healthcare facilities. Field response may involve exposure to emotional distress, unpredictable behavior, and weather conditions. Appropriate safety precautions must be followed in all environments.

Physical and Mental Requirements:

- **Physical Skills:** Work involves frequent standing, walking, and driving to respond to calls, with intermittent sitting, stooping, and reaching. The employee may be required to lift objects such as equipment, files, or supplies weighing up to 30 pounds.
- **Motor Skills:** Duties require the ability to operate a motor vehicle, computer, telephone system, and standard office equipment, as well as to perform basic physical activities necessary for field response.
- **Visual/Auditory Skills:** The employee must be able to read and interpret clinical documentation, legal documents, and computer screens for both general understanding and analytical purposes. Strong auditory skills are required to listen, comprehend, and effectively communicate with individuals in crisis, law enforcement officers, and community partners, often in challenging environments.

Disclaimer:

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.