

**CLASS SPECIFICATION**  
**Neighborhood Intervention Specialist**

FLSA Status: Covered  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under general supervision, provides outreach, intervention and referrals for low/no income or transient clients as part of City effort to reduce incidents of livability crime in downtown Portland neighborhoods.

**DISTINGUISHING CHARACTERISTICS**

The Neighborhood Intervention Specialist identifies clients with a pattern of incidents, locates and connects with these clients and ascertains what issues they have and what type of agency can best assist them. The incumbent refers clients to the appropriate agencies, coordinates care among various services needed and tracks their progress. Clients typically suffer from chronic substance abuse and/or mental health disorders and are often reluctant to seek services. The Neighborhood Intervention Specialist must evaluate the clients' situations and encourage/facilitate their seeking of assistance. The incumbent must have an understanding of the resources available, the services provided and the conditions that must be met to receive services.

The ACCESS program is part of a larger strategy to reduce incidents of livability crimes in downtown Portland neighborhoods. Partners include the City's Bureau of Housing and Community Development (BHCD), downtown neighborhood associations, the Office of Neighborhood Involvement (ONI) Crime Prevention Program, Portland Police Bureau, downtown businesses and various social service agencies. This effort is also connected with the City's 10-year plan to end homelessness.

Neighborhood Intervention Specialist is distinguished from the Crime Prevention Program Administrator by the focus on providing direct services to clients, in terms of intervention, referral, coordination and tracking.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Contacts low income, no income or transient clients and employs a variety of mental health diagnostic tools to ascertain what type of social service agency could best serve the client's psychiatric and psychosocial needs; refers clients to social service agencies; uses persuasion to encourage clients to take advantage of services available; coordinates individual needs with the appropriate social service and law enforcement agencies for assistance; provides problem-solving coordination with social service organizations based on client needs.
2. Accompanies Police Officers on patrols and sweeps of downtown to identify people eligible for the program.

3. Creates and maintains a database of individuals in need, including referrals made and follow-up activities.
4. Develops operational procedures to deliver quality service to clients, the business community and the public and to minimize City liability from program activities; meets with service providers and resource organizations to develop and refine procedures.
5. Develops policies and procedures for identifying resources that connect an individual in need with assistance or support. Maintains database of approved/authorized resources.
6. Cultivates effective working relationships with law enforcement and social service agencies; clarifies the information to find appropriate solutions for individuals in need and obtains the necessary data.
7. Works with program partners to identify different levels of solutions for individuals in need, including emergency (food, clothing, shelter, health care), short-term (supportive housing, financial assistance, job training), and long-term (permanent housing, outpatient resources, financial stability).
8. Establishes agreements with organizations to gain access to databases that will aid in intervention solutions, but not compromise an individual's confidentiality.
9. Evaluates ACCESS program activities in relation to established objectives; prepares progress reports on individuals; provides analysis of outgoing referrals in comparison to established service delivery goals.
10. Responds to questions and problems from the public, clients and the business community; develops and maintains a web page for the ACCESS program; responds to media and community requests for program information and outreach activities; works with the Downtown Crime Prevention Coordinator and area business and community organizations to develop and distribute program brochures and fact sheets.
11. Serves a gatekeeper for Voluntary Substance Abuse Treatment (VSAT) funds for alcohol and drug treatment services; reviews requests for funding; authorizes or rejects requests based upon goals outlined in City/County Inter-agency agreement.
12. Supervises the work of program support staff; develops and prioritizes work assignments; monitors quality and timeliness of work.

## **OTHER DUTIES**

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of intervention, rehabilitative care, and substance abuse treatment.
2. Psychological evaluation and assessment tools in relation to diagnosis and treatment.
3. Principles and practices of mental health professional ethics and laws.
4. Criminal justice and social service organizations and resources.

5. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
6. Basic principles and practices of public outreach and involvement.
7. Principles and practices of sound business communication.

**Ability to:**

1. Perform professional observations and objective assessment of facts.
2. Communicate effectively and diplomatically with service providers, clients and the public, often in difficult or volatile situations and addressing sensitive subjects.
3. Communicate with individuals who may have communication barriers, such as language, cultural or psychological issues.
4. Provide clear, comprehensive written materials and reports.
5. Collect, evaluate and interpret data, in statistical and narrative form.
6. Maintain confidential and sensitive information.
7. Maintain and protect confidential files, records and documents.
8. Operate office equipment and electronic devices.
9. Proficiency in the use of word processing, spreadsheet and database or other specialized software.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in psychology, social work or a closely related field; and at least three years of progressively responsible experience providing drug and/or alcohol counseling in a criminal justice or social service setting or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

**PHYSICAL AND MENTAL DEMANDS**

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

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Class History:

Adopted: May 10, 2006

June 2009 - Change Job Class number from 7215 to 30000501, due to system change.