



City of Clive (IA) Mental Health Co-Responder

SALARY	\$31.64 - \$42.58 Hourly	LOCATION	Clive Public Safety Center, IA
JOB TYPE	Regular Full-time	JOB NUMBER	00382
DEPARTMENT	Police	DIVISION	Police
OPENING DATE	06/26/2026	CLOSING DATE	7/6/2026 11:59 PM Central

JOB SUMMARY

Under the general direction of the Criminal Investigations Division (CID) Commander, provides mental health related services based on law enforcement contracts and acts as liaison between the police department and various mental health providers, consumers and the community. This is a non-sworn position and does not perform law enforcement functions. This mental health responder will work closely with a Crisis Intervention Team (CIT) police officer in a co-responder model.

Provide crisis intervention, case management, resources and community conflict resolution by responding to calls involving people that need assistance due to mental health concerns, community concerns, substance abuse, experiencing homelessness and those that need a resolution outside of the criminal justice path.

The job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

JOB FUNCTIONS

Examples of Essential Job Functions

Crisis Response and Field Operations

- Responds to emergency calls or situations involving individuals experiencing mental health crises alongside law enforcement.
- Assesses the mental health status of individuals in crisis and determine immediate needs, including potential risks to themselves or others.
- Provides emotional support and crisis de-escalation techniques to calm individuals in distress.
- Work in tandem with police officers to ensure an appropriate and coordinated response to individuals in crisis.

Case Management and Follow-Up Services

- Conduct ongoing follow-up and case tracking for individuals after initial crisis response to ensure continuity of care and successful connection to services.
- Connect individuals to appropriate mental health services, including psychiatric evaluations, inpatient care, outpatient therapy, or substance abuse treatment.
- Collaborate with clients and service providers to support individualized service or care plans.
- Coordinate outreach and support services for individuals experiencing homelessness.

- Aid victims of domestic violence and track follow-up procedures.

Coordination and Community Liaison

- Act as a liaison with the mental health task force and other mental health resources.
- Collaborate with local mental health professionals, hospitals, and social service agencies to facilitate timely care.
- Coordinate with courts, hospitals, and regional partners to support a system-wide response.
- Serve as part of the liaison team for Clive Behavioral Health (CBH) and review policies and procedures where missions overlap.
- Develops and maintains a comprehensive community resource guide of mental health, social service, and support providers.

Data Collection, Analysis, and Reporting

- Maintain accurate, confidential, and timely records of interventions, and referrals.
- Tracks, analyzes, and reports program data, outcomes, and trends to support decision-making and continuous improvement efforts.
- Maintains data as prescribed by the department, prepares a monthly reports to the chief, and develops tracking programs.
- Perform duties involving the administration of confidential data and information.

Training, Education, and Program Improvement

- Provides training and education to police officers, City staff, and community partners regarding mental health response and the co-responder program.
- Participates in continuous improvement efforts of the co-responder model, including program evaluation and implementation enhancements.
- Assists in the development and coordination of training related to mental health services.
- Stay current with mental health crisis intervention techniques, best practices, and legal or policy changes.

General Responsibilities

- Attend court proceedings as needed based on mental health protocols and legal requirements.
- Assure that the City's mission, goals, and objectives are supported.
- Performs other related duties as assigned.
- This position supports diversion from the criminal justice system and promotes community-based solutions to behavioral health needs when feasible.

EMPLOYMENT STANDARDS AND QUALIFICATIONS

Required Knowledge, Skills and Education

Knowledge

- Proficiency with PC's, specifically mobile data units, and computer software and applications.
- Knowledge of City geography and municipal boundaries.
- General knowledge of office equipment, including facsimile, photocopier, telephone, calculator, and shredder.
 - Knowledge of tools and equipment, including emergency equipment (i.e. AED, etc.), fire equipment, electronic equipment.
 - Familiarity with the Health Insurance Portability and Accountability Act (HIPAA), Iowa Code 229 and rules pertaining to the committal process for persons in crisis.

Skills

- Ability to handle confidential information in a sensitive manner.
- Ability to analyze situations and adopt a quick, effective, and reasonable course of action during stressful, emotional and/or physically taxing situations.
- Ability to write clear, accurate, factual, and concise reports.

- Excellent critical thinking skills, including, but not limited to, the ability to: make observations and remember pertinent facts; question witnesses and obtain pertinent information.
- Excellent oral/interpersonal communication skills.
- Ability to handle stressful, hostile, or irrational people, whether due to physical or mental impairments.
- Ability to maintain intense concentration and alertness during stressful situations, particularly when preceded by extended periods of relatively low stress or monotony.
- Must meet background check requirements consistent with City policy.
- Continuous visual effort, depth perception, color vision, hearing, and speaking abilities.
- Ability to perform essential duties at designated work site location at designated hours.
- From time to time, may be requested to respond for off-hour emergencies and/or work assignments.

Education, Training and Experience

Must be able to pass a pre-employment offer: reference checks, drug screen, motor vehicle report, background and credit history check. Any combination of education and experience that demonstrates the required knowledge, skills, and abilities may be considered.

Valid Iowa Drivers' License.

CPR/First Aid/AED certifications within twelve months of employment

Required Education

High school diploma or equivalent (GED/HiSET).

Preferred Education

Bachelor's Degree in a human services-related field (including, not limited to psychology, social work, nursing and education).

Preferred Experience

BA/BS degree + minimum of two years of experience in behavioral or mental health services, or;

AA Degree in a human services-related field + Minimum of three years of experience in behavioral or mental health services, or;

Minimum of five years of experience in behavioral or mental health services.

PHYSICAL AND ENVIRONMENTAL CHARACTERISTICS

Required Characteristics of the Job

Sitting, Kneeling, Reaching, Finger Dexterity, Talking, Hearing, Repetitive Motions.

Physical Characteristics of the Job

Light work exerting up to twenty (20) pounds of force occasionally and/or up to ten (10) pounds of force frequently.

Required walking or standing in an office environment or in a patrol car for extended periods of time. Pushing and/or pulling of arm and leg control frequently.

Environmental Conditions

This work is primarily conducted in an office environment or in a police patrol vehicle. The job required sitting for extended periods of time and the work may expose the employee to unpleasant social situations and significant workplace pressure and at times, irregular work hours. All weather conditions such as heat, cold, rain, ice, snow, wind, dust, dirt, biohazard fluids and other hazards may be present daily.

EQUIPMENT AND MATERIALS USED

Computer hardware and software, computer network, general office equipment, calculator, Code of Iowa, City of Clive Ordinances, telephone, mobile devices, fax machine, photo copier, car or light pickup, Automatic External Defibrillator (AED), Naloxone (Narcan) and Personal Protective Equipment (PPE).

The City of Clive retains the authority to change job duties included in this job description at any time. The list of duties is not exhaustive, and various requirements are subject to possible modification as a reasonable accommodation for a qualified individual.

Benefits

Please click on the link to ready more about the benefits the city of Clive offers to its employees:

- **Non-Union Employees:** [Benefits Guide - 2026/27](#)
- **Fire - Union Covered Employees:** [Benefits Guide - 2026/27 Fire](#)
- **Police - Union Covered Employees:** [Benefits Guide - 2026/27 Police](#)

Visit the city's website for more information about our community and staff: <https://www.cityofclive.com/>

Employer

City of Clive (IA)

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