

Job Announcement



Office/Department: Health & Human Services

Job Title: Crisis Coordinator

Division: Behavioral Health

Salary: \$5,590 - \$7,738

Employment Type: Full-time, Regular

Union Status: 367-C

Close Date: September 18th, 2026

General Statement:

Pacific County Health & Human Services (PCHHS) is recruiting for 1 full time Crisis Coordinator to perform systems of care coordination, crisis intervention, assessment and ongoing community case management for individuals entering and exiting an incarcerated facility in accordance with the 1115 Medicaid Reentry Services Waiver.

Pacific County Health & Human Services (PCHHS) is Pacific County's local health jurisdiction and human services department. PCHHS is responsible for protecting the health and well-being of residents who live in Pacific County. We value diversity, strive for inclusion, and honor our employees' experiences, skills, and perspectives. We are actively working to improve health equity and aspire for everyone to have the opportunity to attain their highest level of health.

Typical Duties and Responsibilities:

As the Crisis Coordinator for incarcerated individuals, you will collaborate with social service agencies, jail staff, medical personnel, and community-based health providers to ensure clients have appropriate systems of care upon re-entry into the community.

Other duties include:

- Advocacy for the best interest of clients with complex systems such as legal, medical, and behavioral health.
- Connects inmates directly to community-based service providers, such as local behavioral health agencies
- Provide referrals to resources such as housing, food, and other needs.
- Coordinates closely with the courts, therapeutic court teams, and corrections staff to build actionable release and transition plans.
- Ensures that initial post-release appointments with treatment providers are scheduled prior to an individual leaving the facility.
- Reaches out to individuals in the community after release to encourage and support ongoing attendance at medical and counseling appointments
- Establish and maintain documentation and data collection consistent with HIPPA laws to ensure protection with client confidentiality.

What We Offer Employees

- **Work-Life Balance:** We are committed to ensuring our staff experience the reward of public service while sustaining a routine that suits each employee's lifestyle and needs.
- **Paid Leave:** Full-time Union 367-C employees earn a minimum of 14 paid vacation days, 12 paid sick days, and 12 paid holidays per year.
- **Flexible Work Schedules:** Alternate work schedules are available to many employees with supervisor approval.
- **Ongoing professional development:** As a member of PCHHS, there are continuous opportunities to attend County-paid training to help further your career, learn new skill sets, and stay on top of emerging public health trends.

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Message to potential applicants

We understand that some potential applicants are likely to only apply for positions when they meet every qualification listed in the job description. PCHHS is most interested in finding the best candidate for the position, and we understand that the right candidate might learn some of these skills while on the job.

If you are interested in the position, we encourage you to consider the unique skills you will bring and submit an application.

Qualifications

- Requires a Bachelor's degree in public health, social services, or related field. *Additional related experience may be substituted for education on a year for year basis*
- Two (2) years of experience providing substance use disorder, mental health treatment, crisis response and/or case management
- Ability to use a computer and applicable software
- Current driver's license

Desired Skills

- Knowledge of crisis intervention, criminal justice and emergency service diversion, case management, mental illness treatment, substance use disorder treatment, and other applicable areas
- Connection with local social service agencies and resources
- Experience with outcome reporting and evaluation, safety precautions, practices, and procedures
- Experience working with vulnerable populations, including but not limited to individuals who are unhoused, who are undocumented, who identify as queer, trans, or nonbinary, BIPOC populations, aging populations, and refugees
- Ability to directly and compassionately work with individuals with diverse abilities who are in crisis
- Adopt an attitude of cultural humility

Items required for consideration

- **County application**
- **Resume**
- **Letter of Interest**
- **Verification of licensure (if applicable).**

Priority deadline for consideration is September 18th, 2026 Please submit all application materials to Jenny Penoyar – jpenoyar@co.pacific.wa.us

Pacific County is committed to provide equal opportunity to all persons seeking or having access to its employment, services and activities, which is free from restriction based on race, sex, marital status, color, creed or religion, national origin, age, sexual orientation, including gender expression or identity, pregnancy, status as an honorably discharged veteran or military status, genetic information, or the presence of any sensory, mental or physical disability, unless based upon bona fide occupational qualifications.

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Pacific County is an Equal Opportunity Employer and Provider

POSITION: Crisis Care Coordinator
DEPARTMENT: Public Health and Human Services Department
REPORTS TO: Director, Deputy Director, or Designee
UNION STATUS: Represented, Local 367C
SALARY GRADE: 123
DATE LAST REVISED: July 2025

1.0 PRIMARY FUNCTION AND PURPOSE

The Crisis Coordinator will work with law enforcement, hospitals, and other community partners to provide crisis intervention and stabilization services including but not limited to: de-escalation, assessment and evaluation, short-term case management, advocacy, referral and linkage to services, and reentry planning for individuals involved in the emergency service and behavioral health systems in Pacific County. This position will carry out a variety of duties under the supervision of, or after consultation with, management and/or designated staff responsible for similar programs.

The Crisis Coordinator will collaborate with law enforcement, medical providers, jail staff, court staff, community-based behavioral health, and other social service partners to divert individuals currently in crisis due to mental illness and/or substance use disorder from incarceration and/or psychiatric hospitalization through the least restrictive means possible. This will include, but is not limited to, crisis de-escalation and stabilization, assessments, and evaluations, linkage to and help accessing local resources, working with clients to create safety plans, and advocating for client needs. This position may respond to active scenes of crisis or may follow up to provide services post-crisis. Support services are delivered using a trauma-informed approach with emphasis on participant choice, flexible and voluntary services in the community, and community integration. Holistic support services are driven by participants' strengths and goals and focus on linking individuals—many of whom have complex barriers such as homelessness, mental illness, substance abuse, trauma, and long-term health problems to needed community services and resources.

2.0 ORGANIZATIONAL RELATIONSHIPS

2.1 Supervision Received

Persons in this position are expected to perform the essential duties and responsibilities defined in Section 3.0 under the general supervision of the Director and/or their designee.

2.2 Supervision Exercised

May provide supervision/direction setting to staff within the department including administrative staff and other professional staff within the department such as Human Services Program Specialists, Care Coordinators, and Criminal Justice Program Specialists.

3.0 ESSENTIAL DUTIES AND RESPONSIBILITIES

3.1 General Duties

Meet people in crisis where they are in the community, including but not limited to, hospitals, jails, personal residences, or other locations.

De-escalate and assist in stabilizing people in crisis.

Provide assessments, evaluations, and diagnoses as licensures and credentials allow.

Build rapport and trust with people in crisis and those with severe mental illness.

Advocate in the best interest of clients with complex systems including criminal legal, medical, behavioral health, state departments, and others.

Collaborate with the individual in crisis and their family members to develop a plan to get through the current crisis, manage future crises, and move toward recovery

Provide referrals and assist access to resources for housing, food, mental health, substance use disorder, and other needs.

Establish and enforce professional boundaries with clients and other service providers.

Promote coordination and collaboration between the criminal legal, social service, community-based behavioral health, and jail-based systems.

Collaborate with other community agencies to address immediate individual needs.

Respond to, assess, and follow up on referrals from law enforcement, partnering agencies, and community members relating to potential individuals in need of behavioral health intervention or resources.

Establish and maintain documentation and data collection concerning services provided, consistent with Pacific County, Washington state, and industry standards.

Per HIPAA, protect client confidentiality and use appropriate channels, such as a Release of Information, when collaborating with other service providers.

4.0 PERIPHERAL DUTIES

Other related duties as assigned. This may include duties in other Health and Human Services program areas.

5.0 EDUCATION AND EXPERIENCE

Bachelor's degree in behavioral health or closely related field plus 2 years' experience providing SUD or mental health treatment, crisis response, and/or case management in the behavioral health field required.

Other combinations of education and experience totaling at least 6 years may be substituted, given this experience clearly demonstrates the ability to complete all responsibilities in section 3.0 and knowledge and abilities in section 6.0. For example, a master's degree plus 1-year experience, or an associate degree plus 4 years' experience.

Ideal candidates will have experience working with vulnerable populations, including but not limited to individuals who are unhoused, people who are undocumented, queer and trans people, Black, Indigenous, People of Color, aging populations, and refugees.

Must possess a valid Washington State driver license and pass a driving record abstract that meets County standards; pass a criminal background check; ensure adherence to current, safe, and legal practices.

6.0 NECESSARY KNOWLEDGE, SKILLS AND ABILITIES

Requires knowledge of the field of assignment sufficient to perform thoroughly and accurately the full scope of responsibility as illustrated by example in this job description: crisis intervention, criminal justice and emergency service diversion, case management, mental illness treatment, substance use disorder treatment, and/or other human services areas. Must possess thorough knowledge of/skills in mental health, co-occurring, and substance use disorder diagnosis and treatment. Applicants should also be familiar with harm reduction strategies that target homelessness, substance use disorder, and mental illness.

Additionally, this position requires knowledge of local social service agencies and resources, as well as an understanding of the state of Washington's structure for the carceral system, mental health system, and involuntary treatment process. If applicants do not currently possess this knowledge, they must possess a willingness to become familiar with these systems.

Requires knowledge of basic outcome reporting and evaluation, safety precautions, practices, and procedures applicable to the area of assignment.

Requires a willingness to adopt an attitude of cultural humility, the mindset that understanding other cultures is an ongoing, lifelong process. Must have an understanding or be willing to learn the role of race, culture, class, and power in creating patterns of inequity inherent in systems and institutions. Requires ability to work directly and compassionately with individuals in crisis who have cognitive/physical/developmental disabilities. This includes individuals experiencing severe mental illness, substance use disorders, and individuals with a history of long-term chronic homelessness.

Must be willing to work in a fast-paced environment and be comfortable with flexibility and adaptability.

Requires Working knowledge of English grammar and composition, spelling, and arithmetic.

Must possess basic computer skills. Applicants should be familiar with PowerPoint, Publisher, Excel, and Microsoft Word and be able to use cloud-based computer software and reporting systems.

Requires the ability to communicate effectively, both orally and in writing, in clear, concise language appropriate for the purpose and parties addressed. Satisfactorily perform each of the essential duties and responsibilities identified in Section 3: use tact, discretion, and courtesy to gain the cooperation of others and establish and maintain effective working relationships and rapport with co-workers, volunteers, other departments, representatives of other agencies and businesses and diverse members of the public.

Must fulfill the commitment of the County to provide outstanding and effective public, inter- and intra-departmental service; maintain accurate records; be attentive to detail when making decisions; consistently follow written and oral instructions, policies, procedures, and legal guidelines; read, understand, interpret and apply appropriately the terminology, instructions, policies, procedures, principles, legal requirements and regulations pertinent to the area of assignment.

Must organize, prioritize, and coordinate work assignments; work effectively in a multi-task environment; take appropriate initiative; apply good judgment and logical thinking to obtain potential solutions to problems; and make reasoned decisions within the scope of knowledge and authority or refer to the appropriate information source.

Must assist with initiating, compiling, composing, and/or editing correspondence, records, and reports relevant to the area of assignment and ensure all pertinent information from appropriate sources is included. Must proficiently use emergency and protective equipment and supplies standard to the area of assignment; work independently or cooperatively as a member of a multidisciplinary team; maintain confidentiality per department HIPAA policies and procedures manual.

Must use appropriate safety equipment and follow established work safety policies, practices, and procedures.

7.0 BEHAVIORAL STANDARDS

Positively represents the County, demonstrating honest and ethical behavior. Be respectful and courteous to the public, county leadership, and other employees. Demonstrate good work habits. Must be able to pass a comprehensive background check.

8.0 WORKING ENVIRONMENT/PHYSICAL REQUIREMENTS

Physical Requirements: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in a medical clinic setting, jail setting, and other areas throughout the community.

While performing the duties of this job, the employee is frequently required to stand for extended periods of time, travel in an automobile for an extended period, and move quickly. The employee may sit, stand, climb stairs and walk while providing service to clients. May lift and carry supplies, equipment, and/or children weighing up to 50 pounds. May be required to run or move quickly in case of an emergency. May be exposed to a variety of environmental or chemical allergens. Wears gloves, safety glasses, and/or other personal body protection as required to meet universal health precaution requirements.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in a clinic or jail setting and other locations throughout the community.

Occasional evening and weekend hours may be required

The noise level in all work environments will vary from low to moderately noisy.

Standard equipment used in this position includes, but is not limited to, personal computers, projectors, phones, and online meeting programs.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

9.0 SELECTION PROCESS

The selection process will include a formal application and evaluation of education, licensure, and experience, and may also include an oral interview, background and/or reference checks, and job-related tests.

The duties set forth in this position description are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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.