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**Classification:** Non-Exempt

**Grade Level:** Non-Exempt 6

**Reports To:** Chief Executive Officer or  
Manager

**Department:** OPTIONS/Substance Use  
Disorder Services

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**GENERAL SUMMARY:**

The OPTIONS Co-Responder provides OUD/SUD overdose response, screening, behavioral health crisis de-escalation, referral to community treatment services, system navigation, short-term SUD interventions, and aid in completion of the State's Medicaid program application for uninsured population, in collaboration with local law enforcement.

**ESSENTIAL JOB FUNCTIONS:**

- Demonstrates commitment to the mission of the agency with a strong understanding and respect for the goals of agency activities.
- Responds to SUD/OD-related emergency calls along with law enforcement, or other first responder agencies, prioritizing nonfatal overdose calls.
- Coordinates with a Recovery Coach, Peer, or Patient Navigator, as available, to provide post-overdose response and support to overdose survivors within seventy-two (72) hours after a non-fatal overdose event, to include: provision of information around Harm Reduction, treatment, and recovery support services that are available.
- Conducts ASAM level of care Assessments as appropriate.
- Provides system navigation assistance to individuals in need of necessary support services.
- Provides referrals to appropriate community-based treatment and recovery services.
- Completes and sends in CradleME referrals for any pre-natal or post-partum women that presents as an individual in need.
- Provides linkage to syringe service programs and other Harm Reduction sites as available and facilitates connectivity to a Federally Qualified Health Center (FQHC) or other provider site that can provide human immunodeficiency virus (HIV) and Hepatitis testing.
- Provides Naloxone kits and Naloxone administration training in the specific type of Naloxone being provided to the individual and/or affected others during the post-overdose follow-up.

- Determines if the individual is a Person in Crisis and coordinates response with Crisis Intervention Workers.
- Works in collaboration with the law enforcement agencies in their catchment area to utilize Overdose Detection Mapping Application Program (ODMAP) and be signed up to receive overdose alerts for notification of incidents occurring during off-hours and provides follow-up with the individual in need during normal working hours.
- Provides linkage to further long term Peer and/or Recovery Coach services for individuals in need that are assessed as having a SUD.
- Provides anti-stigma and SUD informational sessions.
- Participates in technical assistance sessions which will be provided by the Maine Medical Association and informed by the Behavioral Health Response unit within the Portland Police Department.

**OTHER DUTIES AND RESPONSIBILITIES:**

- Communicates effectively both verbally and in writing, establishes positive public relations and interacts effectively with a diverse array of professionals and consumers.
- Maintains appropriate boundaries and displays respect and courtesy to all internal and external customers.
- Demonstrates patience, caring, compassion, and sensitivity toward consumers.
- Completes and submits required documentation in a timely manner and according to policies and procedures.
- Participates in training to maintain or enhance job skills, including undergoing law enforcement orientation and training, as necessary.
- Ensures that confidentiality is maintained at all times in accordance with federal, state, and agency standards.
- Adheres to the agency's Risk and Safety Management Programs.
- Adheres to the agency's Organizational Standards for Performance (see attached).
- Functions in a cost-effective manner with regard to the utilization of time, supplies and other agency resources.
- Attends meetings and supervisions as required and necessary for the position.
- Promotes and fosters effective relations, both inside and outside of the agency.
- May perform other related duties as required.

**EDUCATION AND EXPERIENCE REQUIRED:**

Duties require knowledge of Substance Use Disorders and Dual Diagnosis treatment services equivalent to completion of a Bachelor's degree and at least three years of related experience, or equivalent combination of education and experience. State of Maine LADC or CADC required. MHRT/CSP preferred.

Must possess a valid State of Maine driver's license.

**COMPETENCIES:**

Detail-oriented with good organizational and time management skills

Ability to manage multiple priorities and tasks, and consistently meet deadlines.

Ability to demonstrate good problem solving and critical thinking skills.

Ability to work effectively on a multi-disciplinary team.

Ability to assess situations for personal and consumer safety.

Ability to respond effectively in crisis situations.

Proficient with the use of a computer and job-specific software applications

**WORKING CONDITIONS/PHYSICAL DEMANDS:**

Normal office environment, not subject to extremes in temperature, noise, odors, etc.; may also be subjected to unpredictable environments with extremes in temperature, noise, odors, weather conditions, etc.

Regular use of computer keyboards, telephone and operating office machines, requiring eye-hand coordination and finger dexterity.

Occasional lifting and carrying of supplies, files, documents, records, etc.

May be asked to operate a motor vehicle in all types of weather.

***The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. 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.***

**\*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee's Name (*please print*)

***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.***

**STANDARD #1: Organizational Perspective**

All employees demonstrate an understanding of how individual job performance and continuous quality improvement advances the Tri-County Mental Health Services mission.

**Expectation:**

- Understanding the connection between the agency’s mission, continuous quality improvement and personal performance.
- Demonstrating a philosophy and work ethic that are consistent with agency’s vision, mission and guiding principles.
- Perform duties in accordance with applicable regulations, laws and agency policy and procedures.

**STANDARD #2: Professional, Ethical and Respectful Behavior**

All employees act in a manner that demonstrates a commitment to professional ethical and respectful behavior.

**Expectation:**

- Interactions are guided by Trauma Informed practices and principles and are respectful, professional.
- Kind and courteous behavior that promotes positive interactions and engagement.
- Engage in direct communication and problem solving.
- Criticizing the agency and/or other employees to others (i.e. the “rumor mill”) is actively discouraged. Continuously making an effort to squelch rumors and other disrespectful behaviors.
- Confidential information, whether received in the course of work or received inappropriately, is not shared with others.
- All employees know and understand the code of ethics of their respective professions

**STANDARD #3: Confidentiality**

All employees act in a manner that demonstrates an understanding of confidentiality.

**Expectation:**

- All employees can identify and discuss the parameters of confidentiality
- Confidential information, whether received in the course of work or inadvertently, is not shared with others
- All employees share a responsibility for safeguarding confidential information

#### **STANDARD #4: Teamwork**

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All employees participate in an environment where success is created by working together collaboratively.

##### **Expectation:**

- Building collaborative relationships, both internally and externally.
- Accepting and using constructive feedback from both peers and supervisors.
- Collaborating to improve services and processes, and solve problems.
- Sharing responsibility and accountability for team goals.

#### **STANDARD #5: Skill and Ability**

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All employees take advantage of training and educational opportunities to enhance skills, productivity, and quality of work.

##### **Expectation:**

- Seeking assistance and support when necessary.
- Accepting guidance from supervisor and implements decisions made with supervisor.
- Actively seeking training opportunities, through supervision and other sources, to enhance ability to perform all aspects of position.

#### **STANDARD #6: Knowledge of Community**

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All employees use knowledge of current community needs to work effectively with community groups.

##### **Expectation:**

- Building and maintaining positive relationships with the community.
- Articulating and explaining accurately the full range of agency services and resources.
- Presenting the agency to the community in a positive, proactive and appropriate manner.
- Uses consumer and community feedback to improve service delivery.

Technology plays a critical role in providing care for our consumers as well as managing TCMHS business. It is important that staff be conversant with its use just to do simple day to day tasks. Without basic computer skills staff literally cannot do their job. The following serves as a guide for determining minimal computer skills, using the Windows operating system.

- Understand directory/folder structures (root/parent/child).
- Viewing the contents of a directory or folder.
- Creating a directory or folder.
- How to log off or lock your computer
- How to shut down your computer.
- How to run and exit a program.
- Minimizing and maximizing a window.
- How to use a mouse.
- How to copy a file from one directory/folder to another.
- How to move a file from one directory/folder to another.
- How to copy a file from one drive to another.
- How to rename a file.
- How to delete a file.
- How to tell if a document is printing or stalled.
- How to cancel the printing of a document.
- Be familiar with windows based applications such as word processing.