AUSTIN ISD
JOB DESCRIPTION

JOB TITLE:	**COORDINATOR CRISIS RESPONSE**			FLSA STATUS:	**EXEMPT**
PAY GRADE:	**PRF 4**	DUTY DAYS:	**226**	DATE REVISED:	**04/09/2026 HC**
FUNDING SOURCE:	**THIS POSITION IS PARTIALLY OR FULLY FUNDED THROUGH LOCAL AND/OR GRANT SOURCES. CONTINUED EMPLOYMENT IN GRANT-FUNDED POSITIONS IS CONTINGENT UPON AVAILABILITY OF FUNDS.**				

MINIMUM QUALIFICATIONS:

A Master's degree in social work or related counseling field with a current Texas license as either, a Licensed Master Social Worker (LMSW), Licensed Clinical Social Worker (LCSW), Licensed Professional Counselor (LPC) or a clinical license in a related field is required. The incumbent is responsible for maintaining active licensure throughout employment. A minimum of (3) years related experience in the area of social services connected with education is preferred. Fluency in English/Spanish is preferred. A valid Texas driver's license is required and must be in possession at all times when operating an Austin ISD vehicle.

SKILL REQUIREMENTS:

This position requires thorough knowledge of Austin ISD policies, procedures and academic requirements, District and campus organizational structures, and available campus and community resources. Incumbent must have a thorough knowledge of social services and programs available to meet a range of mental health, physical health, academic, and social service needs, as well as knowledge of state, local, and federal laws impacting the lives of students (e.g., laws regarding child abuse and neglect). Incumbent must also have experience in crisis response. Incumbent must hold training requirements to integrate a variety of evidence-based therapeutic orientations, customized to best meet the needs of each individual in crisis including utilizing an evidence-based screening tool for youth and adults. These credentials are also required to receive training in clinical interviewing techniques and be competent in providing DSM-V diagnosis. Incumbent must have the ability to conduct interventions within a broad range of settings in a professional manner and with acumen. Incumbent must be able to work independently demonstrating persistence, self-motivation, and excellent communication, organizational and time management skills. Incumbent must work effectively within a multidisciplinary team, maintain appropriate boundaries, and serve as a liaison between school and community. Incumbent must be able to manage a student caseload for multiple campuses simultaneously.

JOB PURPOSE AND RESPONSIBILITY:

The primary role of a Crisis Response Counselor (CRC) for the Crisis Intervention Team is to respond and develop crisis intervention knowledge, quickly respond to crisis calls, increase awareness in school communities, AISD families, and local hospitals; and increase officer skills and abilities when responding to crisis calls. The CRC works to identify and assist students, families, and school systems in overcoming barriers that interfere with learning through the use of assessment, counseling, consultation, and coordination of school and community resources. The CRC utilizes knowledge of human behavior, social, emotional, and community systems to guide service delivery. The incumbent must have general knowledge of, and function within, the District Response to Intervention (RTI) framework, and structure interventions accordingly.

ESSENTIAL FUNCTIONS:

- Accompany Austin ISD Police Department Officers during high-risk crisis calls, particularly regarding incidents of mental health crises.
- Serve as primary clinical operations of the crisis intervention team (CIT) unit include providing community-based crisis assessments, interventions, brief follow-up and service linkage to children, adolescents, and adults in non-clinical community settings.

- Collaborate with AISD PD to develop crisis anti-bias and de-escalation training materials to distribute to all sworn AISD officers.
- Collaborate with community mental health service providers and agencies.
- Participate in district level threat assessment teams to determine needs and action steps to mitigate risks.
- Provide consultation to school personnel, parents/guardians, and community partners for the purpose of enhancing their understanding of student needs, developing effective interventions, and building school capacity.
- Collaborate with the Austin ISD Counseling, Crisis, and Mental Health Department, including the AISD Licensed Mental Health Professionals.
- Provide additional service resources, linkages, and referrals to individuals in crisis.
- Develop a safety plan for individuals in crisis.
- Data entry and documentation through Austin ISD database systems.
- Ensure confidentiality regarding all AISD data in compliance with Family Education Rights & Privacy Act (FERPA) & Health Information Portability Accountability Act (HIPAA) .
- Provide ongoing case management and follow-up support.
- Assist with other critical incident duties as assigned.
- Provide after-hours support depending on department needs.
- Provide an exceptional customer experience for all AISD stakeholders with intentional and professional practices that promote a culture of respect.

OTHER DUTIES AS ASSIGNED:

Perform other related duties as assigned; however, all employees are expected to comply with lawful directives in rare situations driven by need where a team effort is required.

PHYSICAL EFFORT AND WORK ENVIRONMENT:

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. This position may involve rare exposure to blood or body fluids. Regular attendance is required for this position.

Tools/Equipment Used: Personal computer and peripherals, and other instructional equipment

Posture: Prolonged standing; frequent kneeling/squatting, bending/stooping, pushing/pulling, and twisting

Motion: Frequent walking

Lifting: Regular light lifting and carrying (less than 15 pounds); may require occasional heavy lifting (45 pounds or more)

Environment: Normal office setting, several school campuses, and the community. travel to visit homes and other locations Work inside; may work outside; regular exposure to noise; exposure to biological hazards

Mental Demands: Maintain emotional control under stress; may work prolonged or irregular hours; Work with frequent interruptions

PERSONAL WORK RELATIONSHIPS:

This position is assigned directly to the Austin ISD Police Department

The Austin Independent School District provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

I have read & acknowledged the job description above.

Employee Signature:		**Date:**	