



Human Resources

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DATE: January 4, 2022

TO: Civil Service Board

FROM: Laura Dahl
Human Resources Generalist

SUBJECT: Revised Job Classification of Opioid Program Technician

RECOMMENDATION:

APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF OPIOID PROGRAM TECHNICIAN, INCLUDING A TITLE CHANGE TO PEER RECOVERY SPECIALIST.

Background Information

As the Police Department's Opioid Team grows, they would like to change the Education & Experience language to attract candidates who have completed a Peer Recovery Specialist certification course themselves, in hope that they will be able to relate to the individuals they are working with on a more personal level and be more effective in preventing future overdoses.

In addition to the revision of the classification specific duties and KSAs, the Human Resources team has created standardized language that is included in all job descriptions and varies slightly based on their level of responsibility. You will see those language additions throughout the revised descriptions, including two new sections regarding supervision received and supervision given.

The Opioid Program Technician classification was created in May 2017. Only minor changes were made to this description including changing the title and expanding the education and experience to include a Peer Recovery Specialist certification course and two years of freedom from substance use.

The job classification was discussed with the Basic union and incumbents, and all are agreeable to the proposed job description.

Outline of Duties

The major/primary changes to the job description are changing the title and expanding the education and experience to include a Peer Recovery Specialist certification course and two years of freedom from substance use.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Opioid Program Technician, including a title change to Peer Recovery Specialist.

Peer Recovery Specialist

SUMMARY/PURPOSE

The City of Duluth Police Department's Lake Superior Drug and Violent Crimes Task Force (LSDVCTF) is a multi-jurisdictional unit, comprised of both sworn and non-sworn members from 18 law enforcement agencies, that investigates individuals and organizations involved in drug trafficking, illegal firearms acts, and human trafficking. The Peer Recovery Specialist is embedded in the Duluth Police Department and works with the LSDVCTF agencies to enhance victim response and community educational outreach related to heroin and opioid misuse.

SUPERVISION RECEIVED

For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. Incumbents work as instructed and consult with the supervisor.

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Distribute naloxone kits to LSDVCTF member agencies.
2. Maintain current naloxone kit inventories within LSDVCTF member agencies.
3. Train law enforcement personnel and first responders in the use of naloxone kits.
4. Follow up on all overdose calls within LSDVCTF area and make contact with overdose survivors to provide service related options and referrals.
5. Perform warm-handoffs for clients to appropriate services based on needs and recovery goals, often times providing transportation.
6. Schedule comprehensive assessments for clients that wish to access substance use treatment through in-house assessor or partner agencies.
7. Discuss viable options with clients to best address current service needs based on the outcome of the comprehensive assessment.
8. Prepare relevant materials for outreach presentations.
9. Complete Substance Use Response Program intakes with individuals upon entering the program.
10. Perform continued contact with clients in-person, over the phone, and via messaging to optimize peer recovery relationship.
11. Assist clients to identify barriers to recovery and make a collaborative plan to overcome them.
12. Assist individuals with Substance Use Disorder in a variety of needs they may have and help them set up access to harm reduction services, housing assistance, access medical services, reach employment goals and all other goals the client identifies.
13. Work as a Peer Recovery Specialist and follow all Peer Recovery best practices and ethics guidelines.
14. Successfully de-escalate situations, work with individuals who may be intoxicated, and work in high-pressure situations.
15. Keep accurate and up-to-date records on all client contacts.
16. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
17. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

- A. A two-year degree in law enforcement, criminal justice, or closely-related field; OR a minimum of two (2) years of verifiable experience related to the treatment, prevention, or training in reducing chemical abuse; OR a minimum of one (1) year of verifiable experience working in a police department with responsibility in addressing opioid abuse either through procurement, prevention, training, or coordination; AND
 - B. Completion of a Peer Recovery Specialist certification course; AND a minimum of two (2) years of freedom from substance use.
2. License Requirements
- A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
3. Knowledge Requirements
- A. Knowledge of proper methods and procedures for receiving and storing naloxone kits.
 - B. Knowledge of the proper handling of naloxone kits.
 - C. Knowledge of Minnesota Comprehensive Assessment and Treatment Eligibility Guidelines.
 - D. Knowledge of law enforcement recordkeeping procedures and requirements.
 - E. Knowledge of basic interviewing techniques.
 - F. Knowledge of problem-solving and conflict-resolution techniques.
 - G. Knowledge of applicable safety requirements.
 - H. Knowledge of, or the ability to learn, City policies and procedures.
4. Skill Requirements
- A. Skill in interpreting and applying federal, state, and local policies, procedures, laws, and regulations.
 - B. Skill in utilizing discretion in the handling and disclosure of confidential information.
 - C. Skill in organizing and setting priorities for a variety of projects and tasks in an effective and efficient manner to ensure meeting of deadlines.
 - D. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - E. Skill in managing one's own time.
 - F. Skill in completing assignments accurately and with attention to detail.
5. Ability Requirements
- A. Ability to provide effective training to others.
 - B. Ability to use initiative and independent judgment within established policies and procedural guidelines and exercise discretion in the absence of specific instructions.
 - C. Ability to adapt to changing technologies and learn functionality of new equipment and systems.
 - D. Ability to maintain confidentiality.
 - E. Ability to read and comprehend instructions, correspondence, and memos.
 - F. Ability to prepare routine reports and correspondence.
 - G. Ability to show keen attention to detail in all aspects of the job.
 - H. Ability to work with computer systems related to the management of evidence.
 - I. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - J. Ability to communicate and interact effectively with members of the public.
 - K. Ability to communicate effectively both orally and in writing.
 - L. Ability to understand and follow instructions.
 - M. Ability to problem-solve a variety of situations.
 - N. Ability to set priorities and complete assignments on time.
 - O. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: LD	Union: Basic	EEOC:	CSB:	Class No: 3237
WC: 7720	Pay:	EEOF:	CC:	Resolution:

OPIOID PROGRAM TECHNICIAN Peer Recovery Specialist

SUMMARY/PURPOSE

The City of Duluth Police Departments Lake Superior Drug and Violent Crime Task Force (LSDVCTF) is a multi-jurisdictional unit comprised of both sworn and non-sworn members from eighteen law enforcement agencies that investigates individuals and organizations involved in drug trafficking, illegal firearms acts and human trafficking. The Peer Recovery Specialist Opioid Program Technician will be embedded in the Duluth Police Department and will work with the LSDVCTF agencies to enhance victim response and community educational outreach related to heroin and opioid misuse. The Peer Recovery Specialist Opioid Program Technician will work under the direct supervision of the Supervisor of Budget and Grants, LSDVCTF Commander.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

- ~~1. Purchase naloxone kits for LSDVCTF member agency law enforcement personnel and first responders in Saint Louis County, MN.~~
- ~~2.1. Distribute naloxone kits to LSDVCTF member agencies.~~
- ~~3.2. Maintain current naloxone kit inventories within LSDVCTF member agencies.~~
- ~~4.3. Train law enforcement personnel and first responders in the use of naloxone kits.~~
- ~~5.4. Follow up on all overdose calls within Saint Louis County LSDVCTF area and make contact with overdose victims-survivors to provide service related options and referrals.~~
- ~~6. Interview apprehended and identified opioid abusers along with other parties involved and review relevant material including medical and criminal records.~~
- ~~7. Screen individuals who have been determined by a physician to be at risk of harming themselves or others through chemical dependency.~~
- ~~8. Preform warm-handoffs for clients to appropriate services based on needs and recovery goals, often times providing transportation. Refer individuals to appropriate treatment services or court for further intervention.~~
- ~~9.5. Schedule chemical health comprehensive assessments from phone calls and walk-ins requesting a chemical health assessment for clients that wish to access substance use treatment through in-house assessor or partner agencies.~~
- ~~10. Take appropriate information from individuals or referral sources to establish a chemical health assessment appointment within mandated State guidelines.~~
- ~~11. Assess individuals to identify level of chemical abuse or presence of chemical dependency using Minnesota Chemical Health Assessment and treatment Eligibility Treatment Guidelines (Rule 25).~~
- ~~12.6. Discuss viable options with clients to best address current service needs based on the outcome of the comprehensive Rule 25 assessment.~~
- ~~13. Work with the Saint Louis County Department of Health and Human Services Division to assess an individual's financial eligibility to receive Consolidated Chemical Dependency Treatment Fund (CCDTF) support for chemical treatment.~~
- ~~14. Find and place individuals in the most appropriate treatment program using State assessment and funding criteria for assessing an individual's unique circumstances.~~
- ~~15. Work collaboratively with individuals, treatment providers, and other relevant entities to coordinate discharge and/or aftercare plans to provide community support for the individual returning to the community to address presenting chemical health needs.~~
- ~~16.7. Prepare relevant material for outreach presentations.~~
- ~~17. Schedule, coordinate, and deliver community outreach presentations about the dangers of opioid misuse.~~

8. Attend regular LSDVCTF meetings. Complete Substance Use Response Program intakes with individuals upon entering the program
9. Work with clients to help them identify their strengths and help them in tasks related to overall health
10. Perform continued contact with clients in-person, over the phone, and via messaging to optimize peer recovery relationship
11. Assist clients to identify their barriers to recovery and make a collaborate plan to overcome them
12. Assist individuals with Substance Use Disorder in a variety of needs they may have and help them set up: access to harm reduction services, housing assistance, accessing medical services, reaching employment goals, and all other goals the client identifies
13. Work as a Peer Recovery Specialist and follow all Peer Recovery best practices and ethics guidelines
14. Ability to successfully deescalate situations, work with individuals who may be intoxicated, and work in high pressure situations
15. Keep accurate and up-to-date records on all client contacts
16. Participate in regular team meetings.
17. Other duties as assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Bachelor's Degree in Social Work, Psychology, or closely related field OR One (1) year of verifiable experience working in a police department with responsibility in addressing opioid abuse either through procurement, prevention, training or coordination; OR
 - B. 4 Years experience in direct client work specifically with individuals with substance use disorder. Two-year degree in law enforcement, criminal justice, or closely related field; OR
 - C. Two (2) years of verifiable experience related to the treatment, prevention or training in reducing chemical abuse.
2. License Requirements
 - A. Possession of a valid Minnesota Driver's license.
 - B. Completion of a Peer Recovery Specialist certification course
 - A.C. Minimum 2 years of freedom from substance use
3. Knowledge Requirements
 - A. Knowledge of personal computer hardware and software configuration and use of software programs in the development and presentation of information.
 - B. Knowledge of proper methods and procedures for receiving and storing naloxone kits.
 - C. Knowledge of the proper handling of naloxone kits.
 - D. Knowledge of Minnesota Chemical Health Comprehensive Assessment and treatment Eligibility Treatment Guidelines (Rule 25).
 - E. Knowledge of law enforcement record keeping procedures and requirements.
 - F. Knowledge of basic interviewing techniques.
4. Skill Requirements
 - A. Skill in effective communication, both orally and in writing.
 - B. Skill in the use of office equipment, including computers, ~~fax~~, copier, etc.

- C. Skill in interpreting and applying federal, state, and local policies, procedures, laws, and regulations.
 - D. Skill in utilizing discretion in the handling and disclosure of confidential information.
 - E. Skill in organizing and setting priorities for a variety of projects and tasks in an effective and efficient manner to ensure meeting of deadlines.
 - F. Providing effective training to others.
5. Ability Requirements
- A. Ability to develop and maintain effective working relationships with the public, other agencies, and co-workers.
 - B. Ability to use initiative and independent judgment within established policies and procedural guidelines and exercise discretion in the absence of specific instructions.
 - C. Ability to adapt to changing technologies and learn functionality of new equipment and systems.
 - D. Ability to maintain confidentiality.
 - E. Ability to read and comprehend instructions, correspondence, and memos.
 - F. Ability to prepare routine reports and correspondence.
 - G. Ability to show keen attention to detail in all aspects of the job.
 - H. Ability to use and demonstrate accounting and technology skills.
 - I. Ability to work with computer systems related to the management of evidence.
 - J. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
6. Physical Ability Requirements
- A. Ability to walk, stand, stoop, stretch, reach overhead and under confined spaces.
 - B. Ability to lift and carry a variety of items weighing up to 40 pounds, including supplies, equipment, and packaged evidence that can include large and bulky items.
 - C. Ability to climb ladders.
 - D. Ability to operate a computer keyboard.
 - E. Ability to work overtime on occasion.
 - F. Exposure to hazardous waste, chemicals, narcotics, dangerous drugs, and blood borne pathogens are likely.
 - G. Ability to talk and hear to exchange information.
 - H. Ability to transport oneself to, from, and around sites of projects, tests, and other assignments.
 - I. Ability to attend work on a regular basis.

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