



Crisis Specialist

Job Code: CWI - 112
Revision Date: Dec 1, 2019

Salary Range:
\$16.71 - \$27.34 Hourly
\$1,336.80 - \$2,187.20 Biweekly
\$34,763.00 - \$56,869.00 Annually

FLSA: Non-Exempt

Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

General Description

The purpose of this job is to provide moderately complex case management work. Work involves developing and maintaining professional contact with clients, client families, and service providers for medical, social, educational, psychiatric and related service needs. Specific duties and responsibilities may vary dependent upon the functional area assigned including within the Crisis & Emergency Services Department: Extended Observation Unit, Mobile Crisis Outreach Team, and/or Crisis Hotline, which are operational 24 hours a day, 7 days a week, 365 days a year.

This class works under close to general supervision according to set procedures with moderate latitude for the use of initiative and independent judgment.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.

- Provides case management services including, lethality risk assessment, skills training, symptom management, crisis intervention, and rehabilitation services for youth and/or adults with mental illness and/or individuals with developmental disabilities.
- Provides on-site and off-site emergency screening assessments with rapid crisis intervention and crisis management to individuals experiencing a behavioral or emotional crisis with the potential for life threatening behavior and/or acute psychiatric crisis.
- Coordinates and provides appropriate referral and linkage services.
- Provides telephonic crisis intervention to ensure continuity of care; and conduct, and documents follow-up calls on consumers who were referred for admission and not admitted, contacting consumers within 24 hours and providing additional follow up as assigned. Will contact and document other consumers for follow-up as requested by Crisis Screeners and outpatient Caseworkers.

- Demonstrates a positive role model to youth and/or adults and advocates on their and their family's behalf.
- Responsible for coordination, planning and implementation of the Recovery Plan as required for level of care services.
- Provides rehabilitative services including general symptom management, community living skills, and employment related skills to increase our client's independence and increase their ability to maintain community tenure.
- Documents any service delivery, intervention conducted, communication with others, to include outside agency personnel with rationale for intervention, date, time, name of person spoken to, and purpose.
- Maintains compliance with all Joint Commission training requirements relevant to job duties, including but not limited to those dealing with use of restraints and physical holding of individuals receiving services.
- Performs other duties as assigned.

Minimum Education and Experience Requirements

Requires a Bachelor's Degree in Psychology, Social Sciences or related behavioral field, supplemented by one (1) year of direct casework/case management experience; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities; bilingual preferred.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

Required Knowledge and Abilities

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

Physical Demands

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

- Unavoidable Hazards (Work Environment)
 - Involves routine and frequent exposure to
 - Bright/dim light; Dusts and pollen.
 - Extreme heat and/or cold; Wet or humid conditions.
 - Extreme noise levels, Animals/wildlife.
 - Vibration; Fumes and/or noxious odors.
 - Traffic; Moving machinery.
 - Disease/pathogens.
 - Violence.
 - Other extreme hazards not listed above.

Special Certifications and Licenses

- Must possess and maintain Qualified Mental Health Professional-Community Service (QMHP-CS) certification.
- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

Americans with Disabilities Act Compliance

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Other Job Characteristics

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

To apply, visit: <https://emergencehealthnetwork.e3applicants.com/careers>

Note: This Class Description does not constitute an employment agreement between Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.