



# Emergence Health Network

El Paso Center for Mental Health/Intellectual Disabilities

## Crisis Hotline Specialist National Suicide Prevention Line (NSPL)

**Job Code:** CSP-111

**Revision Date:** December 20, 2022

**Salary Range:** \$18.59 Hourly; \$38,672.00 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 Crisis Intervention services for the Local Crisis Hotline and National Suicide Prevention Lifeline. Work involves developing professional contact with callers, caller's families, and service providers from medical, social, educational, psychiatric and related service areas. Specific duties and responsibilities may vary dependent upon the functional area assigned including within the Crisis & Emergency Services Department: Crisis Hotline, which is 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 crisis intervention services including, lethality risk assessment, skills training, symptom management, safety planning, and rehabilitation services for youth and/or adults with mental illness, substance disorder, and/or individuals with developmental disabilities.
- Coordinates rescue services for callers at imminent risk and provides appropriate referral and linkage services.
- Dispatch police to next hospital in rotation for patients requiring medical and crisis intervention.
- 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.
- Responsible for coordination of patient tracking and transfer from local area emergency departments to inpatient hospitals including obtaining patient behavioral updates and bed status updates.
- 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, Texas Health and Human Services, American Association of Suicidology, and CCBHC training requirements relevant to job duties.
- 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.

Experience with trauma-informed services; cognitive behavioral therapies, including Dialectical Behavioral Therapy (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.
  - Other extreme hazards not listed above.

### **Special Certifications and Licenses**

- Qualified Mental Health Professional-Community Service (QMHP-CS) certification preferred.
- Bilingual (English and Spanish) preferred.
- 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 (ADA)**

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.

- Flexible Schedule required. Rotating Shifts (3 shifts) to include evenings and graveyards. Position required to work some weekends.

**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.