



Emergence Health Network

El Paso Center for Mental Health/Intellectual Disabilities

Mobile Crisis Outreach Specialist

Job Code: MCOT - 111

Revision Date: November 3, 2022

Starting Salary: \$18.59 hourly; \$38,672 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 Mobile Crisis Outreach Team (MCOT) is to provide crisis intervention, screening, referral, relapse prevention, and follow-up services for individuals who are experiencing crisis situations within El Paso County. Work involves developing and maintaining professional contact with clients, client families, and service providers for medical, social, educational, psychiatric and related service needs in order to specifically reduce client crisis experience. Mobile Crisis Outreach Team is operational 24 hours a day, 7 days a week, 365 days a year, on a month-to-month rotating schedule.

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, substance use and/or individuals with developmental disabilities.
- Provides on-site and off-site emergent/urgent 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.
- Provides Social Determinates of Health Screening and resource advocacy for patients presenting in crisis and linked for services.
- Coordinates and provides appropriate referral and linkage services after staffing with the practitioner on-call (POC), licensed practitioner of the healing arts (LPHA), and/or the administrator on duty (AOD).
- 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 Safety Plan as required for appropriate level of care.
- 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, 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.

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 (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.
- Position requires a flexible schedule due to a variety of rotating shifts, to include evening, graveyard, and weekend shifts to meet client needs of a 24/7-hour crisis unit.

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.