Position: MENTAL HEALTH CRISIS SPECIALIST (non-exempt)

Reports to: Crisis Supervisor

POSITION OVERVIEW:

The Crisis Specialist is responsible for providing after hours crisis support services for Glenn County. This individual will conduct biopsychosocial assessment, crisis intervention, psychoeducation, short term counseling, advocacy, and linkage to resources and planning for transitions of care for patients and their families/significant others of all ages in any patient care setting. Provides consultation on psychosocial aspects of care as a member of the interdisciplinary team; serves as a liaison to community programs and collaborates with the multidisciplinary treatment on discharge planning.

EDUCATION:
Minimum requirement of high school diploma or GED equivalent. Educational exceptions will be considered; At least one (1) year experience in provision of crisis support services preferred. Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. Prefer Master’s or Bachelor’s : Social Work or Psychology Degree. Registered Interns with the Board of Behavioral Science Examiners able to accrue hours of Supervised Professional Experience as defined by the requirements of the Board of Psychology.

EXPERIENCE:

Prior work experience in a crisis setting, acute psychiatric setting, and healthcare setting which has included assessment of psychiatric and behavioral health patients, 5150 evaluations, and level of care determining, family treatment, and aftercare and discharging planning. Two (2) years of full-time experience performing advanced journey level or specialized clerical duties in an office environment.
ESSENTIAL PHYSICAL & MENTAL FUNCTIONING:

- Ability to work cooperatively with other staff and clients to enhance the quality of after-hours crisis services within the agency.
- Ability to be available for on-call work shifts and after-hours support.
- Ability to speak and communicate clearly in person, over the telephone, and in groups.
- Ability to move among program sites and community meeting locations, possess a valid driver’s license with an acceptable driving record.
- Ability to operate office equipment such as computers, copier equipment, facsimile, and telephone.

SKILLS AND KNOWLEDGE:

- Clinical skills in biopsychosocial assessment and clinical interventions, including crisis intervention, intervention with patient/family behavioral issues, grief counseling, supportive counseling, behavioral change therapy, motivational interviewing, short-term family counseling.
- Collaboration skills and ability to work effectively on a team.
- Skills in patient and family advocacy.
- Knowledge of transitions of care and community resources.
- Knowledge of post-acute levels of care and resource needs for discharge planning.
- Knowledge of child, elder and dependent adult abuse, crimes against persons reporting requirements, and other significant regulations affecting clinical social work practice (e.g. Tarasoff, patient confidentiality).
- Knowledge of behavioral health and the skills to assess mental health functioning, high risk behaviors, depression, anxiety, or other psychiatric conditions impacting hospitalization or transitions of care.
- Knowledge of suicidal behavior, and the skills necessary to assess lethality, and to develop and implement an appropriate plan of care.
- Knowledge and understanding of the influence of cultural and spiritual values in social work practice.
- Demonstrated ability to effectively communicate, both verbally and in writing.
- Must demonstrate interpersonal and organizational skills, to work effectively in a fast-paced environment with rapidly changing priorities and competing demands.
- Proficient in using a computer to accurately enter and extract data, send and receive email, calendar appointments, and use task lists as will be using a variety of computer software programs.
• Knowledge of local county/state/federal resources for at-risk population.

MAJOR DUTIES AND RESPONSIBILITIES:

• In Consultation with the Emergency Department physicians, assessment triage and dispositions are determined regarding voluntary/involuntary hospitalization, psychiatric diagnoses, and appropriate outpatient treatments.
• Secures appropriate inpatient psychiatric or chemical dependency beds and arranging for transfer.
• Provides assessment triage & crisis intervention to adults, adolescents and children.
• Consults with on-call supervisor as appropriate regarding diagnosis and treatment plans.
• Provides appropriate and immediate intervention for members in crisis or in need of clinical services.
• Diagnoses and provides triage to patients across the span of developmental stages.
• Collaborates with physicians in screening and evaluating patients for psychotropic medications, within the scope of practice.
• Utilizes resources of public and private agencies and community organizations to meet the needs of the member's treatment.
• Provides consultation to other care providers and family member during the current crisis.
• May provide appropriate support to member's family, including explanation of treatment, instructions in how to support treatment and interventions to increase acceptance of and adherence to treatment, at member's request.
• Reports safety concerns to mandated reporting agencies.

Schedule: On Call

Monday through Friday, Stand-by (with potential for rollout), 5pm-8am

Weekends and Holidays 8am-8am (24hrs)

• Standby pay = $5.86 per hour
• Rollout pay totaling= $65.84 per hour
• Telephone Contact pay: = $21.94 per contact