

CRISIS CLINIC

JOB POSTING Clinical

POSITION TITLE: Crisis Services Clinician - CDP

POSITION SUMMARY: The Crisis Services Clinician is a qualified Chemical Dependency Professional who has the primary responsibility of overseeing all activities of the phone room while working as a team with other clinical staff and para-professionals on each shift in the phone room. The responsibilities of each clinical position are outlined below. Every Crisis Services Clinician will be required to be on-call for a one week period, on a revolving schedule, every 10 – 12 weeks.

QUALIFICATIONS AND EXPERIENCE NEEDED:

- Chemical Dependency Professional status per WAC 246-811-010.
- Bachelor's degree in counseling, psychology, social work or social sciences and three years supervised experience working individuals and addictions.
- Prefer experience working in public/private mental health and addictions treatment systems; working with individuals with co-occurring disorders.
- Prefer experience in King County Public Behavioral Health System
- Evidence of ability to develop and maintain effective working relationships
- Evidence of strong clinical skills
- Evidence of supervisory skills
- Evidence of ability to work effectively in a stressful environment
- Evidence of ability to work with a team of clinical staff and volunteers
- Evidence of ability to work independently

SUPERVISORY RESPONSIBILITIES, IF ANY: Crisis phone workers and Crisis Intervention Specialist (CIS) on assigned shift as Crisis Services Coordinator.

STATUS: Non-Exempt/Full Time (37.5 hours per week)

BENEFITS: Full time employees qualify for our robust benefits package

POSITION REPORTS TO: Crisis Line Manager or Hospital Authorization Manager

DATE UPDATED: January 25, 2018

TO APPLY: Send resume and cover letter to dchrastka@crisisclinic.org

Crisis Clinic is an equal opportunity employer. We value having employees whose skills, experience and background reflect the diverse populations we serve.

JOB COMPETENCIES

Definitions:

- a. **Phone Worker** refers to staff or volunteers who provide crisis intervention through telephone or on line support.
- b. **Call or Caller** refers to any person accessing support through telephone or on line services.

Crisis Services Coordinator Responsibilities

1. Responsible for the direct supervision of Phone Workers and general oversight and direction of other staff in the phone room during scheduled shifts. This will include close monitoring and coaching of Phone Workers, assigning and reviewing tasks of the Crisis Intervention Specialist (CIS), and providing consultation and direction to other clinical staff when engaged in crisis room work.
2. Supports the CIS with ongoing and immediate feedback as well as gives input to CIS supervisor for formal evaluation.
3. Conducts formal evaluations of Phone Workers in a timely manner and provides ongoing feedback to Volunteer Services Manager regarding Phone Worker performances including discipline and commendation.
4. Ensures that all policies and procedures are followed by phone room staff.
5. Ensures that all services delivered are consistent with compassionate, respectful, professional and recovery-oriented services.
6. Responsible for handling of crisis calls, assessing for risk of harm, Substance Use Disorders and ensuring that best clinical intervention practices are implemented.
7. Assists phone workers in identification of clients of agencies for which we provide after-hours telephone support, ensuring that case plan is follow appropriately.
8. Assists phone workers in identification of callers who are known to Crisis Line and may have case plans on file.
9. Ensures that all calls are documented accurately and completely.
10. Contributes to a phone room atmosphere that is professional, congenial and respectful.

Community Consultation and Linkages

1. Ensures completion of appropriate screening and linkage to Next Day Appointments, Children's Crisis Outreach and Response System, Mobile Outreach Team, Geriatric Regional Assessment Team, Designated Mental Health Professionals and other outreach services for callers requesting those services.
2. Ensures that all activities are documented accurately and completely.

Training and Professional Development

1. Prepares and delivers training to volunteers and in the community as negotiated with the Director of Crisis Services and Volunteer Services Manager.

2. Maintains required registration and keeps updated on current professional literature and trends in mental health field.
3. Maintain a minimum of 12 hours of training per FTE on approved topics relevant to the job function.
4. Attends Crisis Services and Hospital Authorization staff meeting.

Quality and Quality of Work/Work Habits

1. Arrives at work on time and maintains regular attendance; working assigned shifts and other shifts when needed.
2. Participates with the on-call pager rotation with the clinical team as assigned.
3. Follows personnel policies and procedures.
4. Written and verbal communication is clear, concise, accurate and thorough.
5. Demonstrates genuine relationships by cooperating with others, handling disagreements directly with the person(s) concerned in a truthful and open manner, and accepting constructive feedback. Shows respect to co-workers, volunteers and customers/clients.
6. Meets regularly with supervisor and as needed.
7. Makes appropriate use of supervisor.
8. Promotes a healthy work environment by demonstrating collaborative decision-making and team-building behaviors; provides peer support, and motivates staff and volunteers to outstanding performance.
9. Suggests solutions to identified problems.