

**CRISIS CONNECTIONS
POSITION POSTING
NON-CLINICAL**

POSITION TITLE: LIFELINE/CRISIS INTERVENTION SPECIALIST

POSITION SUMMARY: The Lifeline/Crisis Intervention Specialist provides primary phone support for Lifeline calls, and assistance to the 24-Hour Crisis Line Volunteer Phone Workers. S/He assists them in assessing, developing and implementing, and resolving emergent and non-emergent calls. The Specialist provides feedback and debriefing following calls, and assists the Crisis Supervisor in the evaluations of the Phone Workers. S/He completes Case Reviews and accurately and timely reviews logsheets and screening guides. The Specialist participates in program meetings and attends training and in-services. The Specialist will be cross trained as Patient Placement Coordinator

QUALIFICATIONS AND EXPERIENCE NEEDED:

- B.A. in social sciences
- Knowledge of public mental health system
- Evidence of ability to develop and maintain effective working relationships
- Evidence of ability to work with a team of clinical staff and volunteers
- Evidence of ability to work effectively in a stressful environment

SUPERVISORY RESPONSIBILITIES, IF ANY: None

POSITION REPORTS TO: Crisis Services Manager

STARTING SALARY: \$16.00/hour. Graveyard shift qualifies for shift differential

DATE LAST UPDATED: July 17, 2018

TO APPLY: Submit cover letter with resume.

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

**CRISIS INTERVENTION SPECIALIST
JOB COMPETENCIES**

A. LIFELINE PHONE SUPPORT

1. Complete training in "Lifeline Simulation training" on responding appropriately to Lifeline calls.
2. Complete documentation pertaining to Lifeline calls in a timely manner.
3. Maintain required call records and honor contractual reporting requirements.
4. Provide clinical guidance to phone Volunteers as they respond to Lifeline calls.
5. Assist in the prevention/shortening of wait times by being ready in the queue as appropriate.

B. PHONE ROOM SUPPORT RESPONSIBILITIES AS ASSIGNED BY CRISIS SUPERVISOR

1. Provides effective support of volunteer phone workers (PW):
 - a. Assists PW's in assessing emergent and non-emergent calls.
 - b. Assists PW's in developing and implementing appropriate intervention with emergent and non-emergent calls.
 - c. Assists PW's in resolving emergent and non-emergent calls.
2. Provides adequate monitoring of emergent and non-emergent calls.
3. Provides effective feedback and/or debriefing following calls.
4. Provides training in call handling skills and relevant policies and procedures.
5. Assists in the evaluation of PW's through input to the Crisis Supervisor.
6. Assists PW's in adhering to volunteer requirements

B. SERVICE DELIVERY

1. Demonstrates knowledge of King County mental health system.
2. Demonstrates knowledge of Crisis Clinic resources:
 - a. Competent use of Resource House database.
 - b. Competent use of CLS/CMLS.
 - c. Competent use of non-computerized information.
3. Demonstrates knowledge of phone room protocol and procedure:
 - a. Maintains accurate clinical logs and tallies.
 - b. Performs linkages in an accurate and timely manner.
4. Provides adequate consultation to professionals and non- professionals.
5. Maintains appropriate professionalism in dealing with PW's, consumers, and professionals.
6. Timely completion of Case Reviews as assigned; notifies Supervisors of need for Case Plans.
7. Accurate and timely QA of Resource House logging
8. Makes appropriate use of Shift Supervisor.
9. Participates in PW training and other non-phone room responsibilities as assigned.

C. PATIENT PLACEMENT COORDINATION

1. Check for the availability of hospital beds in the WA Trac database and the County's database (actual name to be confirmed) of patients who are on a single bed certification and waiting for placement in an appropriate psychiatric treatment bed.
2. Maintain contact with designated hospitals with suitable beds for patient placement.

3. Match patients and available psychiatric beds according to the established criteria outlined in the Patient Placement Guidelines decision tree.
4. Contact the hospital with an available bed to inform them of a potential patient so they can make to conduct an assessment.
5. Contact the hospital where the patient is waiting to let them know that the hospital with bed availability has been informed.
6. Document the outcome of all placements in the County database (actual name to follow) as to the completion of the placement or reason why a referral was not accepted.
7. Demonstrate excellent customer service to all parties.

D. CRISIS RESPONSE SUPPORT

1. Answers calls to the Designated Mental Health Professional line for community professionals (9202) in a timely manner.
2. Retrieves voice mails left for the Designated Mental Health Professionals in a timely manner.
3. Records all messages for the Designated Mental Health Professionals on the DMHP Phone Log – an online tool in the County Citrix Server.
4. Completes all documentation accurately and completely.
5. Demonstrate excellent customer service to all parties.

E. PROFESSIONAL DEVELOPMENT

1. Participates in program meetings and planning.
2. Attends trainings and in-services.

F. QUANTITY 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. Follows personnel policies and procedures.
3. Written and verbal communication is clear, concise, accurate and thorough.
4. 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.
5. Makes appropriate use of supervisor.
6. 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.
7. Suggests solutions to identified problems.