

**CRISIS CONNECTIONS
JOB POSTING
NON-CLINICAL**

POSITION TITLE: CALL SCREENING and COORDINATION SPECIALIST (CSCS)

POSITION SUMMARY: The Call Screening and Coordination Specialist provides assistance to the 24-Hour Crisis Line Volunteer Phone Workers and callers. The role assists them by screening, assessing, and connecting callers to trained volunteer phone workers. The Specialist gathers relevant information from each caller to link the caller to the appropriate level of support. The CSCS accurately and timely completes log-sheets. The Specialist participates in program meetings and attends training and in-services

QUALIFICATIONS AND EXPERIENCE NEEDED:

- Degree in social sciences preferred
- 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

STATUS: Full Time/Non-exempt. This position qualifies for our robust benefits package

SHIFTS: Graveyard, swing and day shifts available. 8 hours per shift

TO APPLY: Please send email with resume and cover letter to:

jwinslow@crisisconnections.org

DATE LAST UPDATED: December 31, 2018

Crisis Connections 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. PHONE ROOM SUPPORT RESPONSIBILITIES AS ASSIGNED BY CRISIS SUPERVISOR

1. Provides effective support of volunteer phone workers (PW):
 - a. Assesses emergent and non-emergent calls.
 - b. Develops and connects callers to the appropriate phone service.
2. Completes training in call handling skills and relevant policies and procedures.
3. Gathers pertinent information from callers, documents and hands off documentation at the time of connecting the caller to the appropriate Phone worker.

B. SERVICE DELIVERY

1. Demonstrates knowledge of King County mental health system.
2. Demonstrates knowledge of Crisis Connections resources:
 - a. Competent use of Resource House database.
 - b. 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. Maintains appropriate professionalism in dealing with PW's, consumers, and professionals.
5. Timely completion of documentation logs as assigned.
6. Makes appropriate use of Shift Supervisor as need arises.

C. PROFESSIONAL DEVELOPMENT

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

D. 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.