

**POSITION POSTING  
NON-CLINICAL  
CRISIS INTERVENTION SPECIALIST**

**ABOUT THE AGENCY:**

**JOIN OUR TEAM AND MAKE A DIFFERENCE IN OUR COMMUNITY!**

**Crisis Connections** is at the heart of the Seattle-King County safety net providing a broad array of telephone-based crisis intervention and information and referral services. For many people in emotional distress or needing community services assistance, we are their “first call for help.” Each year, we improve the lives of thousands of people by listening, caring and linking to services. “When you need us, we’re here!”

**COMPENSATION:** \$17.00 per hour PLUS  
\$2.00 differential for hours worked during the graveyard shift.

**BENEFITS:** Available for positions of 21 hours per week or more. Ask for details on pro-rated benefits for less than 91% FTE.

- Two medical plan options, with premiums paid *up to* 100% by the agency
- Dental plan with premiums paid by the agency
- Paid Parking
- Agency supplemented ORCA program
- Two locations to choose from.
- Robust PTO plan starting on first day of employment which includes:
  - 12 days of vacation the first year, with incremental increases starting on year two.
  - 9 paid holidays every year
  - 15 hours of floating holiday, pro-rated for the first year (this is time you can use for any reason during the year.)
  - 12 days of sick and safe time every year
- Voluntary benefits including:
  - Life Insurance
  - Long/Short Term Disability Insurance
  - Flexible Spending Plan
  - Tax Deferred Annuity (403b plan)

**ABOUT THE POSITION**

The Crisis Intervention Specialist provides 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 log-sheets 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, Crisis Response, Lifeline Crisis Intervention Specialist, and Call Screening & Coordination Crisis Intervention Specialist.

**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

**DATE LAST UPDATED:** August 24, 2019

**TO APPLY:** Send resume with cover letter to:  
[mchrzanowski@crisisconnections.org](mailto:mchrzanowski@crisisconnections.org) OR  
[eclay@crisisconnections.org](mailto:eclay@crisisconnections.org)

**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. LIFELINE PHONE SUPPORT**

1. Complete training in "Lifeline Simulation training" on responding appropriately to Lifeline calls.
2. Answers phones for Lifeline calls.
3. Complete documentation pertaining to Lifeline calls in a timely manner.
4. Maintain required call records and honor contractual reporting requirements.
5. Provide clinical guidance to phone Volunteers as they respond to Lifeline calls.
6. 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. CALL SCREENING & COORDINATION SUPPORT**

1. Ensure the log is up on all volunteer stations in the morning
2. Assist the screeners with clocking in/clocking out, ECLS support (including assistance with ECLS look up of ProviderOne, MCO, and KCID), log support (screeners are given a list of tasks to do before and after shift)
3. Supervise calls and provide feedback to screeners when appropriate
4. Support acute calls (especially those calls with SI/HI content) with the goal being to help stabilize the caller before transferring to the Crisis Line Queue; providing assistance in an active rescue/trace if a caller does not make it over to the Crisis Line phone workers
5. QA screener log to ensure proper documentation, accurate formatting, and the use of recovery-oriented language
6. Log dropped calls; including calls that are abandoned in the Crisis Line Queue and calls that terminate with the screener; including calls where the screener is able to give a direct resource to caller
7. Provide additional support on shifts when/if a screener calls out sick; taking calls directly if needed
8. Prioritize supporting screeners, but assist in answering the business line and DCR professional line when needed; filling out the necessary documentation

#### **F. PROFESSIONAL DEVELOPMENT**

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

#### **G. 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.