CALL SCREENING AND COORDINATION SPECIALIST
NON-CLINICAL

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: $16.00 per hour

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)

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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 Line Manager

TO APPLY: Submit resume and cover letter to mcrhzanowski@crisisconnections.org or eclay@crisisconnections.org

CRISIS INTERVENTION SPECIALIST
JOB COMPETENCIES

A. PHONE ROOM SUPPORT 70%

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 10%

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 10%

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

D. QUANTITY AND QUALITY OF WORK/WORK HABITS 10%

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.