

POSITION POSTING
Bachelor's Level
NON-CLINICAL SPECIALIST

ABOUT THE AGENCY:

JOIN OUR TEAM AND MAKE A DIFFERENCE IN OUR COMMUNITY!

Crisis Connections is the heart of the crisis safety net providing a broad array of telephone-based crisis intervention and information and referral services for the community. 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: \$18.19 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
- Two locations available (Move Pending Spring 2020)
- 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. They assist phone workers in assessing, developing and implementing, and resolving all calls. The Specialist provides feedback and debriefing following calls, and assist the Crisis Services Clinician in the evaluations of the Phone Workers. They complete 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 Main Crisis Intervention Specialist, Patient Placement Coordinator, Crisis Response, and Call Screening & Coordination Crisis Intervention Specialist.

QUALIFICATIONS AND EXPERIENCE NEEDED:

- B.A. in social sciences (or)
- Experience as a volunteer on the crisis line show exceptional crisis intervention skills
- 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 Coordinator Lead

DATE LAST UPDATED: October 14th, 2020

TO APPLY: Send cover letter and resume to lfranklin@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. 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 effective feedback and/or debriefing following calls.
3. Provides training in call handling skills and relevant policies and procedures to Phone workers.
4. Assists in the evaluation of PW's through input to the Crisis Services Clinician.
5. Assists PW's in adhering to volunteer requirements

B. SERVICE DELIVERY

1. Demonstrates knowledge of King, Clark, Chelan, Douglas, Pierce, Okanogan, Klickitat, Grant, and Skamania County mental health system crisis resources.
2. Demonstrates knowledge of Crisis Clinic resources:
 - a. Competent use of our EHR System.
 - b. Competent use of CLS/CMLS.
3. Demonstrates knowledge of phone room protocol and procedure:
 - a. Maintains accurate clinical logs.
 - b. Performs linkages in an accurate and timely manner for crisis resources.
4. Maintains appropriate professionalism in dealing with PW's, consumers, and professionals.
5. Timely completion of Case Reviews as assigned.
6. Accurate and timely QA of EHR
7. Consult with Crisis Services Clinician for clinical decision making.
8. Participates in PW training.

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 Crisis Responders line for community professionals (9202) or the professional lines for the other Counties in a timely manner.
2. Retrieves voice mails left for the Designated Crisis Responders in a timely manner.

3. Records all messages for the Designated Crisis Responders on the DCR 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. Assist the screeners with clocking in/clocking out, log support (screeners are given a list of tasks to do before and after shift)
2. Supervise calls and provide feedback to screeners when appropriate
3. 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
4. QA screener log to ensure proper documentation, accurate formatting, and the use of recovery-oriented language
5. 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
6. Provide additional support on shifts when/if a screener calls out sick; taking calls directly if needed
7. 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.