



Volunteers of America®

WESTERN WASHINGTON

Care Crisis Mental Health Counselor

DATE:	April 2015
PROGRAM:	Behavioral Health/Care Crisis Response Services (CCRS)
REPORTS TO:	Crisis/Triage Senior Program Manager
HOURS & SALARY:	Full Time/ DOE
LOCATION:	Everett

VOLUNTEERS OF AMERICA WESTERN WASHINGTON is a private, not-for-profit human service agency serving the needs of families, seniors and the disabled in Western Washington. Our successful track record of supporting those we serve and being on the leading edge of new and innovative programs makes us a leader among human service agencies in Western Washington. Come be a part of what we do and make a difference every day!

General Function:

Crisis/Triage Counselors provide crisis intervention, suicide prevention, information & referral, and brief supportive counseling to clients who are in emotional distress and/or seeking information on available mental health services. Crisis/Triage Counselors work in a call center and all interactions with clients are by telephone. Crisis/Triage Counselors also provide professional assessment to determine if a face-to-face mental health evaluation is indicated and then contact and dispatch the appropriate teams to conduct the assessment.

About Care Crisis Response Services (CCRS):

CCRS is a 24/7 telephone hotline that provides both crisis intervention and professional consultation services, including triaging requests for mental health evaluations to the North Sound Mental Health Region (Snohomish, Skagit, Island, Whatcom, and San Juan Counties). CCRS is a part of the Integrated Crisis Response System. Our professional triage line is the entry point for the community, hospitals, jails, outpatient services, etc., requesting a mental health evaluation by the Designated Mental Health Professionals, Emergency Mental Health Counselors and Mobile Outreach Teams. We provide brief



WESTERN WASHINGTON

phone assessments and assist the community and clients in determining what mental health services are most appropriate for the current mental health crisis. Our crisis hotline provides services to the North Sound Region and is also a part of the National Suicide Prevention Lifeline.

Major Duties and Responsibilities:

- Provide crisis intervention, suicide prevention and brief supportive counseling to callers who are in emotional distress
- Conduct assessments of clients per regional and program policies and procedures
- Manage interactions with clients to ensure appropriate level of support is provided in an efficient manner
- Adhere to policies & procedures
- Accurately and efficiently document client interactions
- Meet or exceed established key performance indicator goals
- Utilize the telephone to interact with clients and members of the community
- Provide professional assessment, consultation and coordination
- Attend staff meetings and trainings on local and regional levels

Required Skills:

- Fluency in the English language, both oral and written
- Courteous, empathic, and professional manner
- Motivational interviewing
- Active listening skills to establish a collaborative relationship with clients
- Efficiency with information-gathering, and problem-solving to facilitate resolution of client inquiries



WESTERN WASHINGTON

- Superior communication skills to convey information to clients clearly, accurately, and completely
- Ability to simultaneously talk, type data into an electronic medical record, and look at various screens to locate client information
- Efficiency with balancing pace and flow of conversation and call time

Qualifications:

- A Master's Degree in Psychology, Social Work or related field, plus at least one year of experience in healthcare contact center and/or in mental health counseling.
- Crisis intervention and/or mental health information and referral services experience a plus.
- Applicants should be comfortable working independently and as part of a team in a collegial group environment
- Agency Affiliated Counselor Registration is required within 30 days of employment, or equivalent; WA State licensure preferred

If you wish to apply for this position, please email your cover letter and resume to: recruiter@voaww.org.

Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.