

**POSITION: MENTAL HEALTH CRISIS CLINICIAN**

PROGRAM: Behavioral Health/Care Crisis Response Services (CCRS)  
POSITION TYPE: Full Time/Non Exempt  
HOURS: Day & Swing Shifts  
DATE: August 2019

**WE OFFER:**

PAID AGENCY AFFILIATED LICENSE  
PAID LICENSING HOURS  
MEDICAL  
DENTAL  
403(B) RETIREMENT  
GENEROUS \$2 - \$4 SHIFT DIFFERENTIAL PAY  
UP TO 200 PAID TIME OFF HOURS PER YEAR  
FLEX SPENDING ACCOUNT and more....

*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 Clinicians 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 Clinicians work in a call center and all interactions with clients are by telephone or text message. Crisis/Triage Clinicians 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.

The hours worked in this position qualify towards licensure hours.

**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 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.

**Qualifications:**

- BA/BS Degree in Psychology, Counseling, Social Work or related field required; MA/MS/MSW preferred; with at least 1 year of experience in a healthcare contact center and/or in mental health counseling. Suicide prevention, 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, and must remain in active status during employment

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

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