

## **POSITION: MENTAL HEALTH CRISIS CLINICIAN**

DATE: November 2016  
PROGRAM: Behavioral Health/Care Crisis Response Services (CCRS)  
REPORTS TO: Senior Program Manager, Triage/Crisis Line  
STATUS & SALARY: Full Time/Non Exempt/DOE

### **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.

### **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. 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.

### **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
- Complete Utilization Management initial certification assessments as necessary

### **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
- 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

## Crisis Line/Triage Clinician

- 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
- Chemical Dependency Certification (CDP) 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](mailto:recruiter@voaww.org).

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