

Title: Crisis Counselor I
Reports To: Program Manager, Crisis Services
Program: Care Crisis Response Services
Date of Description: September 30, 2021 (Rev)
Remote Option: Hybrid Possible

General Function:

Crisis Counselor I provide crisis intervention, suicide prevention, information & referral, and brief supportive counseling to clients who are in emotional distress and/or seeking information about mental health services. Crisis Counselor I work in a call center and all interactions with clients are by telephone. Crisis Counselor I also provide professional consultation to determine what less restrictive options are appropriate and triages requests for face-to-face mental health evaluations and dispatch the appropriate teams to conduct the evaluation.

About Care Crisis Response Services (CCRS):

CCRS is a 24/7 crisis center that provides suicide prevention/intervention, 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) and Salish Region (Kitsap, Jefferson, and Clallam Counties). CCRS is a part of the Integrated Crisis Response System. We provide brief crisis counseling and assist the community and clients in determining what mental health services are most appropriate for the current mental health crisis. Our crisis center is also a part of the National Suicide Prevention Lifeline.

Major Duties and Responsibilities:

- Provide crisis intervention, suicide prevention and brief supportive counseling to clients 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 current technologies 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
- Act as mentors and coaches to new staff

Required Skills:

- Fluency in the English language, both oral and written
- Courteous, empathic, and professional manner
- Motivational interviewing
- Active listening skills to establish collaborative relationship with clients
- Efficiency with information-gathering, and problem-solving to facilitate positive case resolutions
- Superior communication skills to convey information to clients clearly, accurately, and completely
- Ability to simultaneously talk and type while utilizing multiple screens and/or windows
- Ability to quickly and accurately document chart notes in an electronic medical record
- Efficiency with balancing pace and flow of conversation and call time

Crisis Counselor I

Qualifications:

- A Bachelor Degree in Psychology, Social Work, or related field required. 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 preferred
- 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

Acknowledgement:

I have read and understand this job description, its principal activities and end results. I accept the position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

I further understand that my employment is at-will; that my employment may be terminated at-will by Volunteers of America or myself, with or without notice for any reason not expressly prohibited by law.

Employee's Signature: _____ Credential: _____ Date: _____

Employee's Printed Name

Program Manager's Signature: _____ Credential: _____ Date: _____

Program Manager's Printed Name