



BEHAVIORAL HEALTH LINK POSITION DESCRIPTION

TITLE:	Crisis Counselor II		
DEPT/LOCATION:	GCAL		
REPORTS TO:	Call Center Supervisor		
DIRECT REPORTS:	None		
STATUS			
FULL-TIME:	Non-Exempt	PART-TIME:	Non-Exempt
PRN:	Non-Exempt	CONTRACT:	N/A
DATE (last revision):	April 2022		

Summary: Screen, assess, triage, and provide telephonic crisis intervention/de-escalation to assist in identifying concerns with mental illness, developmental disabilities, and/or substance abuse using established protocols to collaboratively determine an immediate course of action. Quickly utilize assessment information and community resources to provide information and/or linkage and referral to services. Complete appropriate documentation simultaneously during call in accordance with established policies and procedures. This position handles a high volume of calls, the calls come in continuously and Counselor's are required to keep pace with the demands of the calls with minimal downtime in between calls. The ability to switch between tasks and programs on the computer, while assisting callers is required.

Essential Duties and Responsibilities:

- Answer all calls within response guidelines and using the crisis call center's policies, procedures, and scripts necessary for screening of service requests.
- Provide telephonic crisis intervention services, assessment, and referral.
- Tolerate high stress, high-risk situations in a fast-paced environment autonomously.
- Using counseling techniques like motivational interviewing, active engagement, collaborative problem solving, and good contact, help calls identify and resolve personal, social, and interpersonal concerns.
- Factoring in the caller's circumstances, history, support, internal and external resources, and level of risk, make referrals and or link the caller to the appropriate service or information using established protocols.
- Depending on the risk level, determine appropriate linkage and referral which can range from information only to active rescue and dispatch of EMS and law enforcement.
- Actively collaborate with designated shift supervisors as needed.
- Complete appropriate, timely, and accurate documentation in accordance with established criteria

and call center metrics (KPI's).

- Adhere to established standards/guidelines for efficiency and productivity.
- Actively facilitate placement from initial contact until final disposition or until successfully and appropriately delegated to another staff member.
- Provide linkage follow-up as directed to assure individual accessed services.
- Train, coach, and develop new hires as assigned.
- Maintain job knowledge and adhere to the company and American Association of Suicidology Code of Ethics.
- Maintain a HIPAA compliant workspace (both auditory and visual privacy) at home that meets all company regulations.

Qualifications:

Education/Experience:

- Master's degree in a related discipline from an accredited college or university.

General Work Competencies:

Communication, Quality of Work, Productivity, Teamwork

Position Specific Competencies:

Adaptability, Autonomy/Self Confidence, Critical Thinking Skills, Attention to Detail, Conflict Management, Distress Tolerance, Software System Technical Competence and Savvy, Ability to Learn Quickly, Flexibility, Non-judgmental.

Physical Requirements:

This job operates in a hybrid office environment and the position routinely uses standard office equipment such as computers – including virtual meeting software and various communications applications and telephones. Bending, lifting, and manipulating objects up to 25 lbs. may be occasionally required. Ability to perform computer and phone work for 8+ hours a day in an office or home office setting is required. One 30-minute meal period and two 10-minute breaks per 8-hour shift provided. A one-hour lunch is available upon request, but your scheduled day will be extended to accommodate this. Occasionally requires working beyond normal scheduled hours.

SIGNATURES

Printed

Name: _____

Signature: _____ **Date:** _____