

Crisis Specialist

Reports to:	Program Director – CP	Program:	Crossing Place
Classification:	Non-Exempt – Emergency		
Date:	2/4/2019 rev11/13/24	Approved:	Executive Director

JOB SUMMARY:

Crisis Specialists provide support, case management activities, and assistance with activities of daily living. They are trained in crisis prevention and intervention, empathic and active listening, motivational interviewing, person-centered care and trauma informed care environment. They are responsible for telephone screening and accepting referrals, writing initial and extension authorization requests, daily progress notes and major unusual incident reports. They also ensure the daily operations run smoothly so that the environment remains calm and relaxing.

SALARY: \$24 / hour

ESSENTIAL FUNCTIONS

1. Accept referrals through telephone screening including a preliminary discharge plan.
2. Contributes to therapeutic milieu of the environment and practices “being with” consumers.
3. Conducts psychosocial assessments and works with psychiatrist and nurse to complete a summary of the consumers’ strengths, needs, presenting crisis and preliminary discharge plan within the first 48 hours following admission.
4. Assists in preparing scheduled and planned meals and snacks for consumers, observes dietary restrictions and guidelines of specific consumers.
5. Completes intake paperwork with consumers and completes daily progress notes, treatment plans and discharge plans in accordance with program and Department of Behavioral Health Guidelines
6. Completes initial authorization and extension requests as directed.
7. Monitors medication according to program guidelines.
8. Provides crisis prevention and intervention techniques as needed.
9. Provides supplemental case management and coordinates care and planning with the consumers community providers.
10. Assists with ensuring consumers attend scheduled appointments, including providing transportation as indicated.
11. Assists clients with their ADL’s and improvement in personal hygiene. Also coordinate household chores and light housekeeping with clients
12. Coordinates with consumers’ family members and other significant supports according to consumers treatment plan while in crisis care.
13. If Crisis Specialist identifies signs of a consumer’s potential harm to self or others, then Crisis Specialist will utilize emergency protocols to address situation accordingly and also notify Program Director and Clinical Supervisor.
14. Engages consumers in conversation and encourages socializing.
15. Provides emotional support for consumers.
16. Consults with physicians, nurses, dietitians, and therapists to ensure streamlined and top-quality care for consumers.

ADDITIONAL RESPONSIBILITIES:

1. Fully cooperates with the organization's compliance and quality improvement program.
2. Performs additional related duties as assigned by their respective supervisor.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Demonstrates patience and empathy.
2. Understand mental health diagnosis
3. Exhibits strong organizational skills.
4. Maintains friendly and outgoing demeanor.
5. Possesses excellent interpersonal and conversational skills.
6. Demonstrates knowledge of the rules and guidelines of the facility.
7. Possesses excellent problem-solving and conflict resolution skills.
8. Communicates clearly and effectively.
9. Maintains an encouraging and compassionate attitude.
10. Remains calm during stressful situations.
11. Recognizes the basic symptoms of personality disorders and depression.
12. Works calmly and efficiently in a crisis.
13. Exhibits excellent listening skills
14. Follow specific guidelines

EDUCATION AND EXPERIENCE:

1. Preferred bachelor's degree in the field of Behavioral Health.
2. If no bachelor's degree, equivalent years' related work experience in the field of Behavioral Health
3. Cultural competence
4. Crisis management skills.
5. Knowledge of medications preferred.
6. Must have valid driver's license

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

In the course of performing the job, this position typically spends time sitting, standing, climbing stairs, walking, driving, carrying (20lbs), and lifting (20lbs). Operating a computer keyboard, firm/strong grasping, and repetitive hand control. Able to complete all forms in personal writing. Makes and receives telephone calls. Use of general office equipment, copier, scanner, fax machine. Subjected to outside environmental conditions.

This job description has been approved by all levels of management:

HR or Manager designee: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.