CRISIS SERVICES COORDINATOR

DEFINITION

Under direction of the Behavioral Health Care Clinical Program Manager, provides crisis intervention services; initiates involuntary holds under the provisions of W&I Code 5150; provides discharge planning and follow-up with hospital/jail/family/treatment team/Utilization Review.

DISTINGUISHING CHARACTERISTICS

This classification differs from a Behavioral Health Care Clinician in that incumbent performs crisis focused evaluations and interventions; and may complete intake evaluations under the supervision of a licensed mental health professional. This classification does not carry a case load.

REPORTS TO

Behavioral Health Care Program Manager, Clinical Services.

CLASSIFICATIONS DIRECTLY SUPERVISED

None.

EXAMPLES OF DUTIES

- Performs crisis/triage assessments and evaluation of problems; develops and implements crisis intervention plans with goals and objectives for clients with mental health and/or substance abuse issues; and prepares case histories; participates in the assessment of client needs and consults with others in developing recovery goals and objectives; integrates crisis resolution goals and objectives with other behavioral health services, treatment, and appropriate referral professionals or agencies.
- Provides crisis intervention, initiates involuntary holds and arranges appropriate treatment placement.
- Maintains confidential patient records.
- Participates in behavioral health education programs, conferences and community programs.
- Acts as liaison to the jail, hospital, and placement facilities; coordinates services with crisis dispatcher.
- Participates in utilization review; tracks and prepares report on crisis and intake utilization and performs other administrative duties, as required.
- Work will be performed during normal business hours as well as during after-hours on a rotating stand-by schedule.
CRISIS SERVICES COORDINATOR - 2

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move object weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is usually performed in an office environment; hospital; jail; continuous contact with staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Crisis intervention principles and techniques, risk management, client care management, ethical and legal rights for detainment and notification.
- Crisis principles, procedures, techniques, and trends for the counseling, therapy, recovery, and guidance of individuals, and families in behavioral health programs.
- Therapeutic treatment methods and procedures in the behavioral health field.
- State, Federal, and local laws, regulations, and requirements for the provision of behavioral health services and programs including involuntary psychiatric detention.
- Current practices and techniques in behavioral health treatment, chemical dependency, and recovery.
- The scope and activities of public and private agencies in the behavioral health field.
- Quality Assurance and Utilization Review practices and standards.
- Psycho-social aspects of mental illnesses and chemical dependency.

Ability to:

- Provide skilled direct crisis evaluation and intervention, evaluates client’s progress and status, document clinical notes and administrative records.
- Advise physicians on treatment plans and client’s report of medication compliance, counsel clients and family.
- Perform a variety of behavioral health therapeutic services, client evaluations, and client counseling.
- Analyze case information and reach sound diagnostic and treatment decisions.
- Perform skilled counseling.
CRISIS SERVICES COORDINATOR - 3

- Maintain composure and awareness during crisis interventions.
- Develop and maintain confidence and cooperation of emotionally disturbed and chemically dependent patients and their families.
- Prepare clear, relevant and accurate reports.
- Interpret and apply complex behavioral health program rules, regulations and policies.
- Effectively represent the Behavioral Health Care Department in contacts with clients and the public.
- Establish and maintain effective working relationships with staff, other agencies, and the public.

MINIMUM QUALIFICATIONS

**EDUCATION & TRAINING:**
Possession of a Master's Degree in Social Work, Psychology, Marriage and Family Therapy, nursing, or related field, received from an accredited institution.

**EXPERIENCE:**
Employment experience in providing crisis intervention services in a human services agency preferred

**LICENSE:**
Registration by the California Board of Behavioral Science Examiners (BBSE) as either a Marriage Family Intern (MFTI), or an Associate Clinical Social Worker (ACSW)

Possession of a valid California Driver's License