CRISIS SERVICES COUNSELOR

DEFINITION

Under direction of the Behavioral Health Care Clinical Program Manager, provides crisis intervention services for the 24-Hour Crisis Services Program; evaluates individuals in the Amador County Jail, Sutter Amador Hospital emergency room, or the offices of the County Behavioral Health Department; initiates involuntary psychiatric holds under the provisions of W&I Code 5150.

DISTINGUISHING CHARACTERISTICS

This classification differs from a Behavioral Health Care Clinician in that the incumbent only performs crisis focused evaluations and interventions under the direction of a licensed mental health professional.

REPORTS TO

Behavioral Health Care Program Manager, Clinical Services.

CLASSIFICATIONS DIRECTLY SUPERVISeyed

None

EXAMPLES OF DUTIES

- Performs triage to assign crisis intervention priorities; provides crisis intervention counseling and interventions, including attempting to prevent an involuntary hold
- Interviews the client's immediate family members, e.g., spouse or domestic partner, parents, other caretakers for precipitating background information and their ability to provide supportive observation and/or care following the crisis event.
- Enlists the cooperation and support of other first responders, the emergency room staff, law enforcement personnel, etc., to understand the context of the crisis and in providing ongoing support to the client and family.
- Evaluates the clients level of suicide potential, psychiatric dysfunction, and/or ability to provide essential self care in developing a care plan.
- Develops and implements short term care plan to insure the immediate safety of the client and most appropriate level of care.
- Consults with Clinical Program Manager and other medical and psychiatric personnel on complex cases prior to finalizing a care plan.
- Integrates the services of the Behavioral Health Department and other community providers and agencies into the client's individualized care plan.
- When necessary, initiates an involuntary hold, notifying and collaborating with other county crisis services when clients are residents of another county, arranging appropriate treatment/placement, and transportation to the holding facility.
- Insures the safety of the spouse or domestic partner, children, involved family, and
other effected individuals in the crisis situation, including the legally required notifications of potential harm to them.

- Arranges and documents referrals to appropriate providers and agencies for the immediate and short term treatment plan.
- Thoroughly completes documentation of the crisis intervention activities as soon as possible after the conclusion of each event and submits the documentation on a daily basis to the Behavioral Health Department.
- Attends mandatory monthly crisis services staff meeting.
- Eligible to participate in behavioral health education programs, conferences and community programs as available.

**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**

Performs work in an office environment, hospital emergency room, jail and in continuous contact with clients, family members, facility staff; telephone contact with placement/treatment facilities, first responders, other county personnel, law enforcement personnel, etc.

**ESSENTIAL QUALIFICATIONS**

**Knowledge Of:**

- Crisis intervention principles and techniques, and county and facility procedures on risk management, client care management, ethical and legal rights for detainment and notification.
- Psychosocial features of mental illness and addiction.
- Protocols and/or guidelines for suicide assessment and psychosocial dysfunction.

**Ability To:**

- Provide skilled crisis intervention; document clinical notes and administrative records.
- Advise first responders, law enforcement personnel, spouse or domestic partner, family members, other medical and psychiatric personnel on care plan and provision of supportive care.
- Analyze case information and reach sound intervention decisions.
- Perform skilled counseling.
- Maintain composure and awareness during crisis interventions.
• Prepare clear, relevant, and accurate reports.
• Effectively represent the Behavioral Health Department in contacts with clients, other medical and psychiatric personnel, community agency representatives, law enforcement personnel, and the public.

**MINIMUM QUALIFICATIONS:**

**EDUCATION & TRAINING:**
Possession of a Master's Degree in social work, psychology, marriage and family therapy, counseling, nursing, or related human services field from an accredited college or university

**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 an appropriate California Driver's License issued by the State of California, Department of Motor Vehicles