Position Opening
On-Call Crisis Supervisor / Inpatient Authorizer

Come join an energetic team in a fast paced, fun and energetic environment. Supervise staff and volunteers in providing crisis and suicide intervention. This position is perfect for anyone desiring a flexible work schedule.

The Crisis Supervisor/Inpatient Authorizer is cross-trained to perform each of these functions: As a Crisis Supervisor, this person is responsible for clinical decision-making, supervising volunteers in the phone room and professional consultation. As an Inpatient Authorizer, this person provides screening and assessment for voluntary psychiatric hospitalization in King County. One works in one role or the other except on overnight shifts.

Qualifications and Experience Required:

- Mental Health Professional status per WAC 388-865-0150
- Master’s degree in social science plus two years supervised experience working with chronically mentally ill individuals or equivalent
- Strong interpersonal and clinical skills
- Ability to multi-task in a fast-paced environment
- Ability to work effectively with volunteers
- Ability to work a variety of shifts, including some overnights
- Prefer knowledge of King County Public Mental Health System

SALARY: $18.75 per hour for per diem position.

TO APPLY: Send resume’ and cover letter to:
Katie Stevens, Crisis Services Manager
Crisis Clinic
9725 – 3rd Ave. NE, Ste 300
Seattle, WA 98115 or kstevens@crisisclinic.org

Crisis Clinic is an equal opportunity employer. We value having employees whose skills, experience and background reflect the diverse populations we serve.

Read the full job description and learn more about Crisis Clinic at www.crisisclinic.org.
COMPETENCIES

PHONE ROOM STAFF SUPERVISION
1. Responsible for supervision of Phone Workers, Crisis Intervention Specialist (CIS), and the Hospital Authorization Screener during her/his shift. This will include close monitoring and coaching of Phone Workers, assigning and reviewing tasks of the CIS, and providing consultation and direction to the Hospital Authorization Screener when engaged in crisis room work.
2. Supports the CIS with ongoing and immediate feedback as well as gives input to CIS supervisor for formal evaluation.
3. Conducts formal evaluations of Phone Workers in a timely manner and provides ongoing feedback to Volunteer Services Manager regarding Phone Worker performances including discipline and commendation.
4. Ensures that all policies and procedures are followed by phone room staff.
5. Ensures that phone room atmosphere is consistent with delivery of compassionate, respectful and professional services.

CALLER MANAGEMENT
1. Responsible for handling of crisis calls, assessing for risk of harm, mental illness and ensuring that best clinical intervention practices are implemented.
2. Assists phone workers in identification of clients of agencies for which we provide after hours telephone support, ensuring that case plan is follow appropriately.
3. Assists phone workers in identification of callers who are known to Crisis Line and may have case plans on file.
4. Ensures that all calls are documented accurately and completely.

COMMUNITY LINKAGES TO OTHER SERVICES
1. Provides professional consultation to callers on the business line regarding access to the mental health system, crisis intervention, suicide intervention and other mental health topics as needed.
2. Ensures completion of appropriate screening and linkage to DMHPs, CCORS, Geriatric Regional Assessment Team, Next-Day Appointments and other outreach services for callers requesting those services.
3. Ensures that all activities are documented accurately and completely.

HOSPITAL AUTHORIZATION DUTIES
1. Answers the Hospital Authorization Line, screening referrals for medical necessity eligibility using Adult and Child Level of Care Utilization Screening Systems (LOCUS and CLOCUS).
2. Contacts the psychiatrist according to the on-call schedule for all adult denials, child authorization or denials and other situations as appropriate.
3. Accurately and fully conveys all necessary information, confirms and fully records reasons for denials.
4. Considers alternatives to hospitalization and enlists psychiatric consultation when appropriate.

5. Accurately and thoroughly completes and maintains all required paper documentation and electronic data entry.

6. Completes all authorizations within one hour of receiving complete referral information and meets all timeline requirements, completing data entry and paper document dissemination for all authorizations within daily shift.

7. Appropriately refers requests for retrospective reviews, length of stay extensions, etc., to Care Manager.

8. Participates in quality assurance process, including documentation review and peer consultation, and keeps current on HA procedures. Participates in HA meetings.

9. Assists phone workers with sound clinical judgment while they are on a call. Able to do basic supervisory tasks such as CLS checks, linkages, etc., and offers support to Supervisors during busy times and/or as requested. Contributes to a phone room atmosphere that is professional, congenial and respectful.

TRAINING AND PROFESSIONAL DEVELOPMENT

1. Prepares and delivers training to volunteers and in the community as negotiated with the Director of Crisis Services and Volunteer Services Manager.

2. Maintains required registration and keeps updated on current professional literature and trends in mental health field.

3. Maintain a minimum of 12 hours of training per FTE on approved topics relevant to the job function.

4. Attends crisis services staff meeting.

QUANTITY AND QUALITY OF WORK/WORK HABITS

1. Arrives at work on time and maintains regular attendance; working assigned shifts and other shifts when needed.

2. Follows personnel policies and procedures.

3. Written and verbal communication is clear, concise, accurate and thorough.

4. Demonstrates genuine relationships by cooperating with others, handling disagreements directly with the person(s) concerned in a truthful and open manner, and accepting constructive feedback. Shows respect to co-workers, volunteers and customers/clients.

5. Makes appropriate use of supervisor.

6. Promotes a healthy work environment by demonstrating collaborative decision-making and team-building behaviors; provides peer support, and motivates staff and volunteers to outstanding performance.

7. Suggests solutions to identified problems.