

CRISIS CLINIC

JOB DESCRIPTION

Clinical

POSITION TITLE: Crisis Services Clinician

POSITION SUMMARY: The Crisis Services Clinician is a qualified Mental Health Professional who is crossed trained in three crisis services clinical functions: Crisis Supervisor, Hospital Authorizer, and Mental Health Triage Clinician. The Crisis Supervisor has the primary responsibility of overseeing all activities of the phone room while working as a team with other clinical staff and para-professionals on each shift in the phone room. The responsibilities of each clinical position are outlined below.

QUALIFICATIONS AND EXPERIENCE NEEDED:

- Mental Health Professional status per WAC 388-865-0238.
- Master's degree in social sciences and two years' supervised experience working with individuals with severe and persistent mental illness.
- Prefer experience in King County Public Mental Health System
- Evidence of ability to develop and maintain effective working relationships
- Evidence of strong clinical skills
- Evidence of supervisory skills
- Evidence of ability to work effectively in a stressful environment
- Evidence of ability to work with a team of clinical staff and volunteers
- Evidence of ability to work independently

SUPERVISORY RESPONSIBILITIES, IF ANY: Crisis phone workers and Crisis Intervention Specialist (CIS) on assigned shift as Crisis Supervisor.

POSITION REPORTS TO: Crisis Line Manager or Hospital Authorization Manager

COMPENSATION: \$22.00 per hour, + \$4.00 pay differential for graveyard hours

Status: Full Time/Non Exempt, eligible for full benefits package

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

JOB COMPETENCIES

Definitions:

- a. **Phone Worker** refers to staff or volunteers who provide crisis intervention through telephone or on line support.
- b. **Call or Caller** refers to any person accessing support through telephone or on line services.

Hospital Authorization Responsibilities

- Answers the Hospital Authorization Line, screening referrals for medical necessity eligibility using Adult and Child Level of Care Utilization Screening Systems (LOCUS and CALOCUS).
- Contacts the psychiatrist according to the on-call schedule for all adult and pediatric denials, for pediatric authorizations under the age of 6, and other situations as appropriate.
- Accurately and fully conveys all necessary information, confirms and fully records reasons for denials.
- Considers alternatives to hospitalization and enlists psychiatric consultation when appropriate.
- Accurately and thoroughly completes and maintains all required paper documentation and electronic data entry.
- Completes all authorizations within two hours of receiving complete referral information and meets all timeline requirements, completing data entry and paper document dissemination for all authorizations within daily shift.
- Appropriately refers requests for retrospective reviews, length of stay extensions, etc., to Program Manager.
- Participates in quality assurance process, including documentation review and peer consultation, and keeps current on HA procedures.
- Responds to quality assurance review of completed screenings, makes necessary adjustments, per the QA tool, and returns QA tool in the expected timeframe.
- Offers support to Crisis Supervisor during busy times and/or as requested which may include assisting phone workers with sound clinical judgment while they are on a call.
- Contributes to a phone room atmosphere that is professional, congenial and respectful.
- Community Consultation and Linkages
- 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.
- Completes Client Lookup System (CLS) search inquiries, discloses information only to callers who have a right to access CLS information according to policy guidelines and documents each CLS search.
- Ensures completion of appropriate screening and linkage to Next Day Appointments, Children's Crisis Outreach and Response System, Mobile Outreach Team, Geriatric Regional Assessment Team, Designated Mental Health Professionals and other outreach services for callers requesting those services.
- Ensures that all activities are documented accurately and completely.
- Training and Professional Development

- Prepares and delivers training to volunteers and in the community as negotiated with the Director of Crisis Services and Volunteer Services Manager.
- Maintains required registration and keeps updated on current professional literature and trends in mental health field.
- Maintain a minimum of 12 hours of training per FTE on approved topics relevant to the job function.
- Attends Crisis Services and Hospital Authorization staff meeting.

Crisis Supervisor Responsibilities

- Responsible for the direct supervision of Phone Workers and general oversight and direction of other staff in the phone room during scheduled shifts. This will include close monitoring and coaching of Phone Workers, assigning and reviewing tasks of the Crisis Intervention Specialist (CIS), and providing consultation and direction to other clinical staff when engaged in crisis room work.
- Supports the CIS with ongoing and immediate feedback as well as gives input to CIS supervisor for formal evaluation.
- 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.
- Ensures that all policies and procedures are followed by phone room staff.
- Ensures that all services delivered are consistent with compassionate, respectful, professional and recovery-oriented services.
- Responsible for handling of crisis calls, assessing for risk of harm, mental illness and ensuring that best clinical intervention practices are implemented.
- Assists phone workers in identification of clients of agencies for which we provide after-hours telephone support, ensuring that case plan is follow appropriately.
- Assists phone workers in identification of callers who are known to Crisis Line and may have case plans on file.
- Ensures that all calls are documented accurately and completely.
- Contributes to a phone room atmosphere that is professional, congenial and respectful.

Mental Health Triage Responsibilities

- Responsible for calls to the Designated Mental Health Professional public line, assessing for risk of harm, ensuring the best clinical intervention practices are implemented.
- Provides emotional support to callers while being attentive to crisis and suicide intervention strategies.
- Identification of callers who may be enrolled with a community mental health center by accessing the King County Client Lookup System (CLS).
- Provides quality customer service to all callers while being attentive to handling each call with dignity and respect.
- Ensures that all calls are documented accurately and completely.
- Offers support to Crisis Supervisor during busy times and/or as requested which may include assisting phone workers with sound clinical judgment while they are on a call.
- Contributes to a phone room atmosphere that is professional, congenial and respectful.

Quality and Quality of Work/Work Habits

- Arrives at work on time and maintains regular attendance; working assigned shifts and other shifts when needed.
- Participates with the on-call pager rotation with the clinical team as assigned.
- Follows personnel policies and procedures.
- Written and verbal communication is clear, concise, accurate and thorough.
- 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.
- Meets regularly with supervisor and as needed.
- Makes appropriate use of supervisor.
- 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.
- Suggests solutions to identified problems.