



POSITION AVAILABLE
Crisis Intervention Services Supervisor
(Starting Salary: \$72,000 - \$80,000/Year DOE/DOQ)

POSITION TITLE: Crisis Intervention Services Supervisor

FLSA STATUS: Exempt

REPORTS TO: Clinical Director

JOB PURPOSE: Provide program management as well as administrative and clinical supervision for the 24-hour Crisis Team and the Clallam County Respite Center (CCRC). This position provides direct supervision to Crisis Responders (DCRs), Crisis Interventionists, Crisis Peer Counselors, and Crisis Respite Staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Supervises all crisis personnel, including DCRs, in the provision of 24-hour, seven days per week coverage for crisis response and crisis stabilization in Eastern Clallam County.
- Ensures that crisis services, involuntary commitment investigations/detentions, and LRA monitoring are provided in compliance within state and Salish Behavioral Health Organization (SBHO) guidelines as well as agency standards of care.
- Supervises staff in provision of intakes, court ordered mental health evaluations, health screenings, and other services as needed.
- Oversees the authorization and extension of inpatient hospitalizations and ensures the coordination of hospital discharge planning for unenrolled individuals.
- Responsible for scheduling staff to cover assigned duties on a 24-hour basis and providing coverage for shifts as a DCR or CCRC staff on an as needed basis.
- Ensures that DCRs and CCRC staff have consultation available as needed on a 24-hour basis.
- Serves as the Program Administrator of the Clallam County Respite Center, ensuring the facility is in compliance with all Washington State and Department of Health regulations.
- Conducts staff meetings and individual staff supervision on a regular basis, administers timely performance evaluations, and provides counseling/corrective action as appropriate.
- Provides both administrative and clinical supervision for all assigned staff.

- Meets regularly with community partners such as law enforcement, Olympic Medical Center, corrections, and housing programs to facilitate effective working relationships and engage in case staffings and problem solving as needed.
- Meets regularly with other providers of crisis service in the region as well as oversees relationship with the region's Evaluation and Treatment facility in order to address issues effecting quality delivery of crisis services throughout the region.
- Coordinates program activities with other supervisors.
- Participates in staff recruitment, training, and development.
- Provides in-service training for staff and the community as needed on Suicide Intervention and Assessment, ITA, Crisis Intervention and other relevant topics.
- Performs other duties as assigned by the Clinical Director.
- Maintains familiarity with and handles client information in accordance with Federal Regulations (42 CFR, Part 2), the Revised Code of Washington (RCW 71.05.390 and RCW 71.24), and other applicable laws pertaining to confidentiality of client and staff information.
- Maintains physical security of confidential materials and assigned Agency property.
- Attends Performance Improvement Meetings on a regularly scheduled basis.

SECONDARY DUTIES AND RESPONSIBILITIES:

- Performs relevant clinical and administrative tasks according to agency policies.
- Demonstrates proficiency in utilization of the Agency's electronic medical record system.
- Participates in team meetings and program development.

PERFORMANCE EXPECTATIONS:

- Ensures that crisis intervention and crisis respite services are provided on a 24-hour basis without exception.
- Ensures that referrals for crisis services are responded to in a timely manner with appropriate intervention and follow-up.
- Ensures that DCRs are appropriately trained and equipped to provide Involuntary Treatment Act evaluation based on legal and clinical knowledge.
- Ensures that all CCRC staff maintain current certifications and participate in required training.

REQUIRED EDUCATION, LICENSE(S), CERTIFICATION, AND EXPERIENCE:

Education: Master's Degree or further advanced degree in counseling or one of the social services.

Experience: Minimum three (3) years of experience provided crisis intervention services.

Licensure: Meets qualifications to be a Mental Health Professional in the state of Washington.
Be credentialed as an agency affiliated counselor and be eligible for licensure or be licensed in the State of Washington by the Department of Health as a Social Worker, Mental Health Counselor, Marriage and Family Therapist, BSN/RN, or Psychologist.
Maintain Food Worker permit and Adult CPR/First Aid certification.

Other: Must have a valid Washington Driver's License, with reliable transportation.

PREFERRED ADDITIONAL CREDENTIALS/EXPERIENCE:

Experience: Experience as a clinical supervisor and/or DCR.

KNOWLEDGE, SKILLS, AND ABILITIES:

Essential:

- Excellent clinical judgement and crisis intervention skills.
- Proficiency in PBH's electronic medical record system.
- Knowledge of PBH's administrative policies and procedures.
- Ability to interact in a professional manner with clients, public, and staff.
- Meets eligibility requirements per Washington Administrative Code to be designated as a DCR.
- Ability to communicate effectively orally and in writing.
- Ability to identify and resolve problems effectively.
- Ability to plan and prioritize work and meet agency standards for performance, quality assurance, and productivity.

NATURE AND SCOPE:

Physical Demands:

- Moderate physical effort: lift/carry up to 25 lbs.
- Occasional walking/standing.
- Occasionally lifts/pushes supplies and/or materials.

Cognitive Skills:

- Strong organizational skills.

Working Environment:

- May be exposed to infections and contagious diseases.
- Occasionally exposed to patients exhibiting assaultive behaviors.

Working Demands:

- Frequent pressure due to schedule demands.
- Contact with patients under a wide variety of circumstances.
- Subject to varying and unpredictable situations.
- Handles emergency or crisis situations.

Principal Challenges:

- Managing a 24-hour crisis team and crisis respite program to meet the demands of a community with limited resources.

Closing Date

- Open until filled

To apply, forward resume and cover letter to:

Amanda Hill, Human Resources Specialist
Peninsula Behavioral Health
118 E. 8th Street
Port Angeles, WA 98362

Or,
employment@peninsulabehavioral.org
or apply at www.peninsulabehavioral.org
(Equal Opportunity Employer)

NOTICE

The above job announcement is meant to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required for the position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Job requirements may be subject to possible modification to reasonably accommodate individuals with disabilities.