



POSITION AVAILABLE
Crisis Intervention Specialist
(Starting Salary: \$18.14 - \$22.12/hour DOE)

POSITION TITLE: Crisis Intervention Specialist

FLSA STATUS: Non-Exempt

REPORTS TO: Crisis Intervention Services (CIS) Supervisor

JOB PURPOSE: Responds to crisis/emergency situations. Provides crisis intervention, crisis follow-up, and stabilization to adults, children, and families in need. Triage and refers crises to DCRs, participates as a second staff in mobile crisis outreach, participates in hospital discharge planning, and serves as a back-up liaison between the community and Western State Hospital.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides screening and triage services by telephone and face-to-face.
- Provides crisis intervention and stabilization services; including follow-up crisis care and case management.
- Develops individualized safety plans and treatment recommendations to ensure client and community safety.
- Provides supportive counseling and psychoeducational services.
- Provides case management services to individuals being served in the Clallam County Respite Center (CCRC).
- Facilitates authorization and extensions for hospitalization.
- Communicates with hospital personnel to facilitate discharge of unenrolled clients and return to the community.
- Evaluates consumers' readiness for discharge from Western State Hospital (WSH).
- Assists in discharge planning for consumers at WSH.
- Coordinates case staffings for consumers discharging to the community from WSH.
- 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:

- Consistently maintains a high standard of professional conduct in interpersonal relationships with clients, staff, and other community professionals.
- 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.
- Provides information and education to community members.
- Demonstrates flexibility in adapting to changing work demands.
- Performs other duties as assigned or requested.
- Reviews Crisis Alerts regularly.
- Participates in treatment planning for consumers at WSH as able.
- Maintains professional competency through a program of professional development and in-service training.
- Performs other tasks as assigned by Supervisor.

PERFORMANCE EXPECTATIONS:

- Completes all clinical documentation by the end of shift, per department policy.
- Responds to requests for services within 2 hours, per SBHO Contract.

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

Education: Bachelor's Degree in Social Work or Behavioral Sciences

Experience: 0-5 years' experience providing direct clinical treatment services

Licensure: Agency Affiliated Counselor and valid Washington State Driver's License

PREFERRED ADDITIONAL CREDENTIALS/EXPERIENCE:

Experience: Social work experience is preferred. Experience working with diverse client population and acute crisis preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

Essential:

- Ability to interact in a professional manner with clients, public, and staff.
- Knowledge of community resources.
- Knowledge of the Agency's documentation requirements for clinical records.
- Knowledge of the Agency's administrative policies and procedures.
- Ability to communicate effectively orally and in writing.
- Ability to identify and resolve problems effectively.
- Ability to plan and prioritize work and meet the Agency's performance, quality assurance, and productivity standards.

NATURE AND SCOPE:**Physical Demands:**

- Moderate physical effort, occasionally lifting up to 10 lbs.
- Must be able to operate a motor vehicle.
- Must be able to tolerate sitting in a vehicle, office, or community setting for the required number of hours in a work day.

Cognitive Skills:

- Advanced verbal and written communication skills.
- Must be able to enter data into a computerized electronic medical record.
- Must be able to track multiple ongoing cases at a time.

Working Environment:

- May be exposed to infections and contagious diseases.
- Occasionally exposed to patients exhibiting assaultive behaviors.
- Primarily provides service in the office and CCRC though may be engaged in outreach to client homes.

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:

- Working collaboratively with interdisciplinary staff.
- Working collaboratively with clients, family members, and other community members.
- Ensuring compliance with agency and funding standard for documentation and delivery of services.
- Works with a wide variety of clients in acute and sub-acute crisis.

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.