

Institute for Human Resources
Daytime Crisis Counselor

Job Title: Daytime Crisis Intervention Counselor

Supervised by: Clinical Director

Employment Status: Full time, Non-Exempt

Hours: Monday-Friday; 9:00am-5:00pm
Available for clinical consultation at all times

Qualifications:

EDUCATION: Minimum bachelor's degree in a social science; master's degree preferred
Field with eligibility for clinical license preferred; must be an MHP

**SKILLS
REQUIRED:**

- Shall demonstrate appropriate clinical skills
- Shall be familiar with and supportive of general therapeutic techniques within crisis program
- Must be able to work well under pressure
- Must be able to evaluate clients clinical level of need and direct the appropriate level of intervention
- Must be sensitive to cultural diversity
- Must be familiar with psychotropic medications and side effects
- Must maintain professional relationship with other community agencies
- Must be familiar with standards required by accrediting bodies, funding agencies, etc.
- Must be able to collect, maintain and analyze data in an organized way
- Ability to present information in an understandable and meaningful way

OTHER:

- Must have access to secure phone; own a dependable, insured vehicle; possess a valid Illinois drivers license
- Must maintain client records in accordance with Illinois regulatory, funders and IHR standards

CLINICAL
RESPONSIBILITIES:

- Screen and triage all daytime crisis calls to the agency
- Provide crisis response and intervention to calls from Path, police, court personnel, hospitals, county jail, schools and other social service agencies
- Provide brief follow-up therapy as needed
- Provide training to all new IHR staff for crisis responsibility for both primary and secondary roles
- Provide on-going crisis training to existing staff
- Consult with various community agencies on behalf of clients as needed
- Provide clinical consultation to all staff at any time needed
- Complete crisis note billing within 5 days of the crisis contact
- Record and track crisis contacts on a monthly basis and provide this information to the clinical director
- Inform staff of all hospitalizations so continuity of care can take place

NON-CLINICAL
RESPONSIBILITIES:

- Assist clinical director with QA/QR for Crisis Staff
- Review relevant mental health literature/research to provide beneficial information to the agency as requested by the clinical director
- Gather materials, resources, assessment instruments, etc that can assist IHR staff with clinical duties
- Other duties as assigned

SAFETY:

- Will work to insure the safety of staff and clients
- Will cooperate with the Safety Committee in insuring a safe environment for staff and clients
- Will document any unusual incidents and forward to Safety Director

TRAINING:

- Will share information from conferences attended in all staff meetings
- Will keep current in continuing education requirements of his/her profession
- Offer training to community groups as requested

OTHER
RESPONSIBILITIES:

- Maintain productivity specific to job requirement
- Billable hours per month 35-40 hours
- Follow policies and procedures
- Support agency goals and values
- Other duties as assigned