Title | Crisis Worker
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Categories | FTE
Classification | Clinical Specialist
Closing Date | 6/20/12
Percent of Time | 80%
Personnel Code | 12076
Program | Emergency Services Unit

**JOB SUMMARY:**
The Emergency Services Unit’s (ESU) Clinical Specialist (CS) is responsible for providing culturally competent emergency mental health assessments and interventions for children, youth and adults. Assessments are based on an understanding not only of client symptoms, but also of strengths and social/cultural resources. These strengths and resources will be taken into account and utilized as appropriate to assist the individual’s return to a more optimal level of functioning. This position involves mobility throughout the community and working rotating shifts, including overnight on-call shifts, as necessary to enable the program to operate 24 hours a day, seven days as week, 365 days a year. She/he is responsible to the ESU Team Leaders, the ESU Manager and the Director who oversees ESU.

**ESSENTIAL QUALIFICATIONS:**
- Master’s Degree in social work or related human services field.
- Two years of relevant clinical experience with demonstrated clinical skills.
- Meets necessary licensing requirements to satisfy Wisconsin Administrative Code.
- Demonstrated ability to work alone, make independent decisions, sometimes in high-risk situations.
- Ability to work collaboratively as a part of a multidisciplinary team.
- Commitment to working with individuals across the socioeconomic strata.
- Commitment to working with individuals in a culturally competent, recovery focused framework.
- Excellent oral and written communication skills.
- Ability to work rotating shifts.
- Possession of a valid drivers license and access to own transportation.

**PREFERRED QUALIFICATIONS:**
- Fluency in the Spanish language
- Experience working with persons across the life span.
- AODA experience
- Clinical experience specifically in crisis intervention or emergency mental health
services

- Working knowledge of applicable state statutes: Chapters 48 and 51

**CLINICAL RESPONSIBILITIES:**

- Receive and respond to inquiries, requests, and referrals for emergency interventions.
- Gather sufficient information about the crisis situation to perform initial triage screening, plan for further assessment, or refer to more appropriate community resources. This includes an assessment of current psychiatric symptoms, suicide/homicide risk, and the social and cultural context of the individual. This may involve responding on site in the community with law enforcement.
- Consult with and provide recommendations to hospitals, police and other mental health and community service providers.
- When necessary, make autonomous decisions in life-threatening situations.
- Work collaboratively with other JMHC programs, agencies within the community, consumer’s identified supports, and county staff for appropriate planning of client care.
- Develop initial Response Plans and Crisis Plans per DHS 34, utilizing the least restrictive setting, continuum of ESU resources, other outpatient services, or an inpatient setting if appropriate. The Response Plans and Crisis Plans should, whenever possible, reflect an understanding of the individual’s own values and beliefs about his/her current situation and what he/she would find helpful both in the immediate and post-crisis. Interventions should involve the relevant natural support systems when appropriate.
- Provide face-to-face and telephone crisis counseling and participate in medication consultation. This may occur in the office or in the community.
- Provide crisis support to other JMHC programs upon request, in emergency situations.
- Must model openness to consultation that includes routine consultation and sometimes challenging case discussions among crisis staff and supervisors; routine consultation with Emergency Telephone staff; routine consultation with ESU crisis workers, and with JMHC psychiatrists, including the JMHC Medical Director.
- Obtain prior authorizations for client care as necessary based upon client coverage.
- Perform hospital gate keeping functions, including facilitating admissions and discharges.
- Assist the County Corporation Counsel, police and other relevant parties in the implementation of emergency detentions and three-party petitions.

**ADMINISTRATIVE RESPONSIBILITIES:**

- Using the JMHC clinical database, record all client contacts, complete crisis and response plans and other documentation related to clinical care.
- Attend staff meetings.
- Attend all mandatory JMHC in-service training events
- Participate in JMHC work committees as requested
- Interpret relevant Wisconsin administrative codes and statutes and use in daily work.

The Clinical Specialist will perform other duties as assigned.

**Additional Information**

Applications are available:

http://www.journeymhc.org/careers/crisis-worker
• at www.journeymhc.org/careers
• or pickup at Journey Mental Health Center, 625 W Washington Ave., Madison, between 8 a.m. and 8 p.m. Monday-Thursday and 8 a.m. to 5 p.m. Friday
• or by phone at (608) 280-2677

Resumes are NOT accepted in place of completed application forms, but can be attached. Employment is contingent upon a receipt of favorable results of background history and driver’s record check.

Journey Mental Health Center is an Equal Opportunity/Affirmative Action Employer. It is the agency’s belief that staff diversity and cultural competence are the foundation for services, which are accessible, effective, and relevant to the diverse needs of Dane County children, youth, families, and adults. Women, disabled, and culturally diverse applicants are strongly encouraged to apply.