Job Posting

**TITLE**  
14136 Emergency Phone Worker

**CATEGORIES**  
FTE

**CLASSIFICATION**  
Mental Health Technician

**CLOSING DATE**  
Until Filled

**PERCENT OF TIME**  
80% FTE

**PERSONNEL CODE**  
14136

**PROGRAM**  
Emergency Services Unit

**UNION STATUS**  
Para-Professional Bargaining Unit

**SALARY**  
$15.47-$17.79 per hour

**JOB INFORMATION**

**SUMMARY:**
The Emergency Services Crisis Unit (ESU) Emergency Telephone Worker is responsible for a variety of tasks related to telephone screening, assessment, intervention, counseling, referral and follow-up with persons who are experiencing a mental health emergency. These services are based on an understanding not only of the consumer's symptomatology, but also of his/her strengths and social/cultural resources. S/he works rotating shifts as necessary to enable the unit to operate 24 hours/day, 365 days/year and can on occasion provide flexible fill-in coverage when needed. It is expected that the person in this position would work 1-2 overnight (awake) shifts a week. S/he is responsible to and directly supervised by the Clinical Team Leader and the Clinical Team Manager of the Emergency Services Unit. This unit operates under the Director of Community Services.

**QUALIFICATIONS:**

**ESSENTIAL**
- Bachelor's Degree in a mental health area.
- Demonstrated ability to work alone, to make independent, sometimes unpopular decisions in high-risk situations.
- Demonstrated ability to function collaboratively as part of a team, seeking and accepting consultation when appropriate.
- Excellent oral and written communication skills.
- Skill and comfort with the use of the telephone as primary means of communication.
- Ability to work collaboratively as a part of a multidisciplinary team.
- Commitment to working with individuals in a culturally competent, recovery focused framework.
Commitment to work toward improving cultural competence, as demonstrated by valuing difference/diversity, recognizing limitations in personal competencies and expertise, and having concrete ideas about how to improve cultural awareness, knowledge and skills.

- Demonstrated ability to utilize the DAP format in written clinical notes.
- Ability to work rotating shifts.

**PREFERRED**

- 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

**RESPONSIBILITIES:**

**A. CLINICAL (85% Of Effort)**

1. Receive and respond to inquiries, requests, and referrals for emergency interventions.
2. Gather sufficient information about the crisis situation to perform initial triage screening, plan for further assessment, or refer to more appropriate community resources.
3. Consult with and provide recommendations to hospitals, police and other mental health and community service providers.
4. Perform initial telephone assessment of the presenting crisis, including psychiatric symptoms, suicide/homicide risk, the social and cultural context in which the crisis is occurring, as well as the consumer’s strengths and resources.
5. When necessary, make autonomous decisions in life-threatening situations.
6. Work collaboratively with other JMHC programs, agencies within the community, consumer’s identified supports, and county staff for appropriate planning of consumer care.
7. Develop initial Response 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 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.
8. Provide telephone crisis and supportive counseling.
9. Participate in the passing out of pre-packaged medications.
10. Provide crisis support to other JMHC programs upon request, in emergency situations.
11. 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.

**B. ADMINISTRATIVE (15% Of Effort)**

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

The above statements are not to be interpreted as an exhaustive list, but are intended to describe the general nature and level of work being performed by this employee.

**ADDITIONAL INFORMATION**

Applications are available:
- 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

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.