Job Posting

**TITLE**
16010 Emergency Telephone Worker

**CATEGORIES**
Provisional

**CLASSIFICATION**
Clinical Specialist I or Clinical Specialist II

**CLOSING DATE**
Provisional Pool

**PERCENT OF TIME**
As Needed

**PERSONNEL CODE**
16010 (was 15049)

**PROGRAM**
Emergency Services Unit

**UNION STATUS**
Unknown - Provisional

**SALARY**
$15.72 – $23.43

**ABOUT THE POSITION**
We have an opening for an Emergency Telephone Worker in our Emergency Services Unit. The 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 consumers’ symptomatology, but also of his/her strengths and social/cultural resources. He/she 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.

**BENEFITS THAT COME WITH WORKING AT JOURNEY!**
Journey is on the cutting edge of providing services to those in our community who suffer from substance use, mental health and related medical illnesses. We are a training ground for local colleges and others in the behavioral healthcare field in Dane County. Our staff include clinical interns as well as seasoned employees who have decades of longevity!

If you are interested in making a difference in your community, we would appreciate the opportunity to review your resume! Please submit your resume to hr.employment@journeymhc.org.

**FOLLOWING IS A JOB DESCRIPTION**

**SUMMARY:**
The Clinical Specialist I (CSI) position is responsible for providing a wide array of culturally competent, recovery oriented, trauma sensitive, direct clinical services provided in conjunction with other substance abuse treatment staff. Services provided by this position may include assessment, treatment planning, referrals and case management. The CSI is the Emergency Services Crisis Unit Emergency Telephone Worker and 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 consumers' symptomatology, but also of his/her strengths and social/cultural resources. He/she 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. He/she 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 Outpatient Services. The CSI reports directly to the assigned supervisor with overall program supervision provided by the Associate Director. Minimum annual service hours are to be determined.

QUALIFICATIONS
ESSENTIAL

Education/Licensure

Bachelors degree in a related behavioral health field

Experience

- Experience in related behavioral health field.
- Commitment to work toward improving cultural competence as demonstrated by: valuing diversity, recognizing personal limitations in one’s competencies and having the desire to improve.
- Strong commitment to principles of recovery and to facilitating consumer participation in treatment/service planning and provision.
- Knowledge of evidence based practices for treatment of mental health and co-occurring disorders.
- Ability to communicate effectively (both orally and in writing).
- Ability to work effectively with an interdisciplinary team with a positive and creative attitude.
- Ability to work independently and remain organized and efficient.
- Superior ethics and interpersonal boundaries as evidenced by past experience in community based work with related professional references.

Typical Physical Demands

May require driving, sitting, standing, light lifting, bending, and reaching; and the ability to use and operate standard office equipment, including computer, calculator, phone, printer, cell phone, facsimile, etc.

Working Conditions

Requires evening and/or weekend hours.

PREFERRED

- Bi-lingual, and/or bi-cultural (Spanish/Hmong/Cambodian).
- Fluent in American Sign Language.
- Experience with use of evidence based practices in mental health, and substance abuse.
- Experience in community-based mental health and substance abuse assessment, case management, treatment planning and crisis resolution.
- Possession of a valid driver’s license, a favorable driving record, adequate insurance (per WI law) and access to a vehicle with willingness to use it for work (i.e. transporting consumers.

RESPONSIBILITIES:
A. Provision of Clinical Services (high responsibility, 90% effort)

1. Performs accurate assessments to initially evaluate mental health, as well as alcohol and other drug use issues in a culturally competent, recovery oriented, trauma sensitive manner.
2. Provides a range of clinical services in conjunction with program staff including outreach, assessment, treatment planning, referral, and case management in a context that is supportive of the consumer’s culture, values, and perspectives.
3. Completes accurate clinical records including intakes, assessments, treatment plans and updates, progress notes, discharge summaries, and other information in a timely manner.

B. Program and JMHC Participation (high responsibility, 10% effort)

1. Attends staff meetings, in-services and other program activities as requested.
2. Participates in JMHC committees, trainings and activities as directed and/or approved.

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

Email a resume to hr.employment@journeymhc.org or 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

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.