Job Posting

**TITLE**
16108 Emergency Telephone Worker

**CATEGORIES**
Full-Time

**CLASSIFICATION**
Clinical Specialist I

**CLOSING DATE**
7/28/16

**PERCENT OF TIME**
90% FTE

**PERSONNEL CODE**
16108

**PROGRAM**
Emergency Services Unit

**SALARY**
Bachelor Level $15.47 – $19.52, Master Level $17.75 – $22.71

**JOB INFORMATION**

Journey Mental Health Center is an Equal Opportunity/Affirmative Action Employer. It is the agency’s belief that staff diversity and cultural humility are the foundation for services, which are accessible, effective, and relevant to the diverse needs of children, youth, families and adults. Individuals from all walks of life are strongly encouraged to apply.

**ABOUT THE POSITION**

We have an opening for an Emergency Telephone Worker in our Emergency Services Unit program! The Emergency Telephone Worker (CSI) 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.

**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. Our staff includes clinical interns as well as seasoned employees who have decades of longevity!

**TRAINING**

Journey has a long-standing reputation as a training home and provides opportunities to earn post-degree supervised hours to qualify for licensure. Journey is an ACEP (Approved Continuing Education Provider) organization with national status. Journey provides ongoing trainings that satisfy continuing education requirements for licensure renewal and a Substance Use Disorder series designed to earn certification as a Substance Use Counselor. Trainings are generally provided at the main campus and are at no cost to staff to fulfill Journey’s mission of being a center of excellence.

**COMPENSATION FOR CREDENTIALS**
As staff increase their knowledge, the value to consumers, the community and other Journey staff is heightened. As a result, Journey provides additional compensation to staff as they obtain degrees, licenses and certifications.

**GROWTH OPPORTUNITIES**
Journey provides a wide variety of services, ranging from general counseling, hospital and jail diversion programs to providing resources to specific cultures in our community. With our continuous growth, opportunities for movement throughout our agency are numerous.

**BENEFIT PACKAGE**
To insure a healthy life/work balance we offer 5 weeks paid time off your first year in addition to 9 paid holidays! If you qualify, also included are health, dental, life, disability, long-term care insurances. Our retirement options include both a 403b and a fully vested pension plan after just one year!

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 ADDITIONAL INFORMATION**

**SUMMARY (Above):**
The Emergency Telephone Worker is responsible to and directly supervised by the Clinical Team Leader and the Clinical Team Manager of the Emergency Services Unit. This program operates under the Director of Community Services. This position is included in the Professional Bargaining Unit.

**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

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.
12. Monitor all youth commitments and settlement agreements including providing recommendations to Corporation Counsel as to whether a youth’s legal status should continue or be dismissed.
13. Serve as the hospital coordinator in the Children Youth and Families system, providing information and statistics about youth hospitalizations and diversions to Dane Co. Mental Health Contract Managers.

B. ADMINISTRATIVE

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.

Send your 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.

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