We are hoping to attract students that are currently completed their MSW degrees and can use the job for experience and hours while still in school.

Emergency Services (a.k.a. Crisis Services) is a collaborative effort between Northwest Connections (NWC) crisis workers, consumers, community members, law enforcement personnel, Unified Community Services and community providers to coordinate an immediate response to assist a person experiencing a mental health crisis.

* We recognize the importance of empowerment and client centered interventions. The principles of respect, support, and least restrictive treatment guide our interventions. We draw on the strengths and coping skills that an individual may bring to the crisis, and use these skills in conjunction with the development of natural support systems. We believe that a crisis is an opportunity to promote a positive change in an individual's natural environment.

Northwest Connections is currently seeking a Fill-In Telephone Crisis worker for our Call Center in Menomonie, WI. Primary responsibilities would include answering crisis related phone calls, providing assessments, outreach & support, information & referral, and overall program assistance. Hours for this position would be evening and overnight shifts, approximately 24-32 per week, and two weekends per month.

**Essential Duties and Responsibilities** include the following:

- Respond to all crisis situations in a timely, effective, and efficient manner.
- Represent NWC in a professional, competent, and respectful manner. Be flexible and accommodating when possible.
- Provide telephone crisis intervention services.
- Complete all necessary documentation as required by certification, funding source, and program standards.
- Complete assessment response planning tasks as required by certification and program standards.
- Communicate with supervisor(s) regarding crisis assessment, intervention, and plans.
- Implement crisis plans on file.
- Attend necessary and required training(s) and clinical supervision meetings.
- Fill in as needed and appropriate with scheduling issues.
- Other duties may be assigned.

**Educational Requirements:**
- Have a minimum of a bachelor’s degree in a relevant area of education or human services and a **minimum of one year** of experience providing mental health services.
- Meet the qualifications for Clinical Staff according to DHS 34.21(3) (b) 1.-19.

**Other Skills and Abilities**

- Good written and verbal communication skills
- Responsible, mature, reliable, self-Aware, assertive
- Have the emotional stability to carry out his/her assigned duties

FLSA Status: Non-Exempt  
Pay Rate: Based on Experience  
Location: Call Center - Menomonie, WI

Job Type: Part-time

Required education:

- Bachelor’s

Required experience:

- Experience providing mental health services: 1 year