POSITION DESCRIPTION

POSITION TITLE:

   Crisis Response Team Coordinator

CLASSIFICATION:

   Clinician 2

POSITION LOCATION:

   Thomas Peachey Center – Front Royal

POSITION UNDER THE SUPERVISION OF:

   Crisis Response Center Supervisor

POSITION SUMMARY:

   This position requires the incumbent to provide initial screening and triage evaluation of calls received at the Crisis Services Center. The Crisis Response Team Coordinator is then responsible for assigning requests for services to available Crisis Services Therapists as appropriate. In addition, the incumbent will be responsible for providing clinical and procedural guidance to Crisis Services Therapists. These services must be provided under the general supervision of the Crisis Services Supervisor and be conducted in accordance with current agency policies and procedures relating to crisis and prescreening services.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Provides initial screening and triaging of calls to the Crisis Services Center and assigns them to Crisis Services Therapists in compliance with Emergency Services Policies and Procedures.

2. Provides clinical and procedural guidance to Crisis Services Therapists as appropriate.

3. Oversees Crisis Services scheduling, to ensure that sufficient Crisis Services resources are in place to meet call demands. This would include monitoring attendance and punctuality of program staff.

4. Monitors incoming clinical documentation to ensure quality documentation standards and to assign clinical follow-up as appropriate.

5. Implements continuity of care procedures and coordinates the provision of ongoing prescreening assessments for CSB consumers currently hospitalized in state facilities, in observance of all applicable diversionary initiatives.
6. Assists the Crisis Services Supervisor in managing and maintaining documentation related to CSB consumers involved in the Local Inpatient Purchase of Services (LIPOS) and Substance Abuse (SA) Diversion initiatives. This may also include representing the CSB in regional discussions and teleconference meetings when the Crisis Services Supervisor is unavailable.

7. Participates in Crisis Services staff conferences to maintain the most updated knowledge related to the Crisis Services program.

8. Assists in data collection and program research projects as necessary.

9. Assists in maintaining an up-to-date Emergency Services Resource Directory, for the outpatient clinic sites.

10. Receives on-going supervision from the Crisis Services Supervisor.

11. Networks closely with other agencies on behalf of clients who are receiving crisis or prescreening services.

12. Participates in regular meetings with other crisis services’ personnel to coordinate cases and to review intervention outcomes as a means of enhancing the provision of future emergency services.

13. Produces client related service records and maintains accurate and up-to-date documentation consistent with agency policies and procedures.

14. Performs other duties as assigned by supervisor which are consistent with the position and in compliance with agency policies and procedures.

15. Provides direct supervision to Crisis Case Managers, including the provision of clinical and procedural guidance for intake case managers and call center therapist. This includes the establishment and monitoring of performance objectives and performance appraisals.

16. Provides direct supervision to Call Center staff, including the provision of clinical and procedural guidance for intake case managers and call center therapist. This includes the establishment and monitoring of performance objectives and performance appraisals.

17. In coordination with other agency staff, develops and maintains protocols or admission policies regarding the admission and referral of individuals requesting services from the agency. Will participate as a team member in screening and triaging services requests.

18. Oversees Call Center and Crisis Case Management staff scheduling to ensure that sufficient resources are in place to meet program or department demands. This would include monitoring attendance and punctuality of program staff.

19. Monitors clinical documentation to ensure quality documentation standards and to assign clinical follow-up as appropriate.
20. Participates in the recruitment and selection process of Call Center and Crisis Case Manager staff directly supervised by this position, including screening and interviewing of applicants and making hiring recommendations.

21. Networks closely with other agency staff for the purpose of services facilitation and developing efficient procedures for getting new clients into services.

22. Monitors clinical documentation to ensure quality documentation standards and to assign clinical follow-up as appropriate.

23. Provides Clinical and Administrative supervision to overnight and weekend shift Crisis Services Therapists.

24. Assists Crisis Services Supervisor in identifying and implementing strategies to ensure consistent individual and group supervision as well as clinical staffing with Crisis Services Therapists. Leading and co-facilitating group supervision and clinical staffing as needed.

25. Provides Clinical and Administrative supervision to overnight and weekend shift Crisis Services Therapists.

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ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge:

Considerable knowledge of adult, adolescent, and geriatric psychology in mental health and substance abuse areas; of primary models for treatment of individuals having these problems; of appropriate methodologies for assessing psychopathology; and, of crisis intervention theory and techniques, and their application to individuals in crisis. Working knowledge of community systems and resources; and, inter-agency networking. Some knowledge of voluntary and involuntary admission to state facilities such as local jails or correctional facilities.

Working knowledge of community systems, resources; and, inter-agency networking.

Abilities:

Supervisory experience; demonstrated fairness and sound clinical judgment in assigning calls; demonstrated ability to manage and prioritize multiple and simultaneous requests for services; demonstrated screening and assessment skills; ability to assess client needs and demonstrated ability to identify appropriate initial response plans; to remain calm and reassuring in crisis situations and to intervene appropriately; to assist clients in evaluating and accessing available resources and work effectively with community resources; to communicate effectively both verbally and in writing; to demonstrate excellent customer service skills when working with clients, agency staff, and outside agencies; to accurately prepare and maintain client records and write reports and summaries; to exercise professional judgment; and, to work effectively with others as part of a treatment team.
QUALIFICATIONS:

License preferred, but not required. Advanced educational degree in a relevant field with professional, clinical experience in the provision of crisis intervention or a combination of education, training, and experience indicating the possession of essential knowledge, skills, and abilities; and, must be able to provide own transportation as necessary. Will be required to obtain State Emergency Services certification following employment.

SALARY RANGE:

Classification Level 5A

FLSA STATUS:

Exempt

VERIFICATION OF ACCEPTANCE OF POSITION RESPONSIBILITIES:

This is to certify that I have read the above position description and accept the duties and responsibilities required of this position.

________________________________________  ________________________
Employee’s Signature      Date

________________________________________  ________________________
Immediate Supervisor’s Signature    Date

________________________________________  ________________________
Chief Operational Officer’s Signature    Date

________________________________________  ________________________
Chief Executive Officer’s Signature    Date

Updated : January 2013

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