Crisis Engagement Coordinator

HelpLine is seeking a full-time licensed professional to provide mental health and/or alcohol and other drug assessment, crisis intervention and engagement services to a diverse population of clients in a supportive environment. This position will provide appropriate referrals to care and services for consumers requiring on-going treatment, in addition to working to engage consumers who have not yet chosen to pursue services. The position functions as a member of a multidisciplinary team.

This position reports to the Crisis Engagement Supervisor.

RESPONSIBILITIES

+ Perform assigned tasks including but not limited to conducting suicide follow-up calls, conducting Consumer Satisfaction Surveys, and closing clinical cards.
+ Complete follow-up regarding emergency situations with the appropriate agency or service provider as well as other follow-up with consumers as needed.
+ Brainstorm options, and screens for applicable referrals.
+ Quickly develop and maintain rapport with callers by using active listening skills. Engage with them to identify the presenting problem, needs, and preferences in a compassionate, non-judgmental, and professional manner. Express empathy to clients.
+ Assist callers in crisis, exploring coping skills, healthy hobbies, and relaxation techniques, and also uses de-escalation techniques as needed.
+ Allow callers to tell their stories and utilize paraphrasing and reflecting statements as information is gathered.
+ Maintain appropriate boundaries with callers.
+ Assess lethality, homicidal intent, and other potentially dangerous situations and take appropriate precautionary measures to assure client safety that include safety planning and facilitation of wellness check/rescue.
+ Initiate and develop prevention strategies including, but not limited to; duty to warn, mandated reporting, and suicide risk assessment (SRA).
+ Assess for financial needs and other community barriers with consumers by telephone and text message services. Work in partnership with Hotline Specialists to provide financial assistance and continuity of care.
+ Conduct all interactions with or on behalf of consumers in accordance with the HIPPA, Confidentiality Policy, Consumer Rights Policy, and Code of Ethics.
+ Apply knowledge and skills to meet quality standards such as accuracy and thoroughness.
+ Assure complete, accurate, and timely documentation of services and activities. Review feedback from leadership, make corrections to past documentation as needed, and make an effort to learn from this feedback.
+ Complete emails to appropriate staff regarding required calls/texts and respond appropriately to emails from Helpline staff and partnering agencies.
+ Use required software programs needed to complete these tasks.
+ Complete and submit timesheets in a timely manner.
+ Respond appropriately to constructive criticism, supervision, and suggestions for job skill improvement.
+ Willing to adjust work schedule to assist in covering caseload with respect to continuity of care and meet on-call coverage needs. Maintain timeliness for shifts; calls and requests off in appropriate time frames when possible.
+ Demonstrate patience and a willingness to learn.
+ Ability to work in this fast-paced environment and remain calm in stressful situations.
+ Demonstrate motivation to help others and be willing to provide support to co-workers.
+ Participate in the interview process for prospective new employees. Mentor new employees and share best practices.
+ Attend required meetings (all staff, team, and supervision). Attend meetings with community partners as needed.
+ Maintain an appropriate home office and is available to work at an alternate location should her primary site become unstable.
+ Continue professional growth achieved through participating in at least 10 hours/year of continuing education per agency policy, in addition to maintaining professional licensure requirements.
+ Participate in 1-2 outreach activities a year when scheduling allows.
+ Assist in providing support to paraprofessional volunteers and interns as needed.
+ Work well independently, provides ideas for workplace improvement, resources and concerns when she discovers them and participates in meetings by providing verbal feedback.
+ Request feedback from leadership in supervision and follow through with suggestions for growth. Add items to team meeting and supervision agendas.
+ Seek greater responsibility, provide process improvement ideas and set and complete annual goals.
+ Assist leadership with assigned tasks.

REQUIRED QUALIFICATIONS

+ Associate’s degree in social work, psychology, Bachelor’s degree preferred.
+ LSW/LPC/LCDC II professional licensure, must obtain within 6 months of hire.
+ Equivalent licensure in a related behavioral science will be considered based on experience.
+ Demonstrated experience in mental health/recovery services and/or crisis intervention experience.
+ At least 21 years of age for insurance purposes.
+ Ability to work independently and effectively with others.
+ Ability to be professional, personable, empathetic, non-judgmental, and work effectively with people from various cultural, economic, and social backgrounds.
+ Ability to engage in the problem-solving process.
+ Ability to apply and integrate theory, knowledge, values, and practices of social work and/or counseling profession.
+ Successful completion of the CEC Training Program within 30 days of employment.
+ Critical thinking skills as well as strong verbal and written communication skills.
+ Ability to type a minimum of 30 words per minute and able to utilize various forms of computer technology.
+ Ability to meet remote work requirements, for hybrid work capability.
WHY WORK FOR HELPLINE

HelpLine is a financially stable, longstanding (50+ years) non-profit providing a broad spectrum of social services to eight counties. We are committed to living our values and investing in our people. This means our benefits reflect equitable wages, culture of self-care, inclusive practices and access to growth opportunities:

+ Full-time exempt position with competitive salary with personal growth and professional development opportunities.
+ Outstanding total rewards package, which includes but not limited to:
  o 100% employee health, life, dental and Long Term Disability (LTD) premium coverage
  o Simple Individual Retirement Account (IRA) – annual 2% HelpLine contribution, no match requirement and vested at enrollment.
  o Voluntary life insurance and other optional benefits are available.
  o Employee assistance program
+ Earned vacation, sick and compensatory time.
+ Mileage reimbursement for all work-related travel.

HOW TO APPLY

For full consideration, please submit a cover letter and resume to Jessica Cimino, MSEd, LPCC-S, Crisis Services Director, at jcimino@helplinedelmor.org. Applications will be accepted until the position is filled.

ABOUT US

As the community’s only comprehensive 24/7 resource, we are the go-to for supporting and empowering change. Our highly trained specialists offer compassionate support to anyone in crisis or in need of information, connecting people with the right community resources and empowering them to thrive. Our prevention programs promote and advocate for emotional health and wellness through addressing suicide and depression, sexual assault, child sexual abuse and family violence to influence change in our community. These programs are rooted in our relationships with local non-profits and agencies, giving us the connections and knowledge to get community members the support, education and volunteer opportunities they’re looking for. For more information, visit helplinedelmor.org.

HelpLine provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, religion, age, sex, sexual orientation, disability status, gender identity or any other characteristic protected by federal, state or local laws.