

# Mental Health Association in Orange County, Inc.



## CRISIS CALL CENTER CLINICAL COUNSELOR/COUNSELOR – PER DIEM JOB POSTING

**I. Title:** Crisis Call Center Clinical Counselor/Counselor – Per Diem

**II. Reports to:** Crisis Call Center Program Supervisors

**III. Job Objectives:**

Under the direction of the Crisis Call Center Supervisors, Crisis Call Center Clinical Counselor/Counselor will answer all crisis center calls, texts during their assigned shifts.

This is an ideal position for individuals who are interested in helping others and making a contribution to their community. A Clinical Counselor/Counselor provides crisis intervention, practical assistance, suicide prevention, information and referral, brief supportive counseling, and follow up services to individuals who contact the Orange County Crisis Call Center. Clinical Counselor/Counselor will interact with callers by telephone and SMS text messaging. The position provides an opportunity to gain a wide range of clinical skills, and knowledge of the expanding field of behavioral health.

Perform duties while actively promoting an environment consistent with MHA's Cultural Equity Policy and **WELCOME Orange**.

**IV. Qualifications:**

(Clinical Counselor)

- Licensed Clinical Social Worker (LCSW), Licensed Master Social Worker (LMSW) **OR** Licensed Mental Health Counselor (LMHC) with commensurate clinical training and experience.
- Copy of NYS license to practice (LMSW or LMHC) and current registration required by date of hire.
- Bilingual - Spanish/English preferred.
- Courteous, empathic, and professional manner.
- Ability to work efficiently in a team setting, with collaborative partners in a high-paced environment.
- Working knowledge of Motivational Interviewing and Strength-Based approaches.
- Knowledge of human service resources, that include, but are not limited to: mental health, substance use, physical disabilities, physical health and developmental disability resources in Orange County, New York.
- Experience with the practice of completing assessments, crisis management and interventions.
- Effective written and oral communication skills.
- Ability to maintain professional demeanor when handling crisis and ventilation contacts.
- Ability to exercise sound judgment under crisis situations and to abide by regulations regarding confidentiality.
- Efficiency with information-gathering, problem solving, and conflict-resolution.

- Ability to adapt and be flexible to changes in protocol and program needs.
- Proficiency in Excel and Microsoft Word required.
- Experience with Electronic Health Record Program(s) required (preferably Foothold Technology).
- Valid Driver's License and ability to drive with current driving record acceptable for agency insurance coverage.
- Valid copies of personal auto-insurance, car inspection and registration required.
- Must be clear and maintain an acceptable record under the Office of Mental Health (OMH) mandated criminal background check process.

(Counselor)

- Master's Degree is any following: social, mental health, counseling, sociology, or psychology.  
**OR**
- Bachelor's Degree in any of the following: social work, mental health, counseling, sociology, or psychology  
**OR**  
A credentialed Alcoholism and Substance Abuse Counselor (CASAC)
- Bilingual - Spanish/English preferred.
- Courteous, empathic, and professional manner.
- Ability to work efficiently in a team setting, with collaborative partners in a high-paced environment.
- Working knowledge of Motivational Interviewing and Strength-Based approaches.
- Knowledge of human service resources, that include, but are not limited to: mental health, substance use, physical disabilities, physical health and developmental disability resources in Orange County, New York.
- Experience with the practice of completing assessments, crisis management and interventions.
- Effective written and oral communication skills.
- Ability to maintain professional demeanor when handling crisis and ventilation contacts.
- Ability to exercise sound judgment under crisis situations and to abide by regulations regarding confidentiality.
- Efficiency with information-gathering, problem solving, and conflict-resolution.
- Ability to adapt and be flexible to changes in protocol and program needs.
- Proficiency in Excel and Microsoft Word required.
- Experience with Electronic Health Record Program(s) required (preferably Foothold Technology).
- Valid Driver's License and ability to drive with current driving record acceptable for agency insurance coverage.
- Valid copies of personal auto-insurance, car inspection and registration required.
- Must be clear and maintain an acceptable record under the Office of Mental Health (OMH) mandated criminal background check process.

**V. Responsibilities:**

(Clinical Counselor)

- Provide clinical, administrative (shift reports), and technical support to individuals answering the calls or texts (i.e. bachelor level staff, per diem, and volunteers/interns). Provide coaching where necessary, identify areas of improvement, and make recommendations for remediation in consultation with Crisis Call Center Program Manager
- Answer crisis calls while maintaining clinical service levels.
- Provide "real time" support to Crisis Call Center Counselors experiencing difficulties on calls and handle escalated caller inquiries promptly and professionally when necessary.

- Initiate debriefing sessions with Crisis Call Center Counselors and volunteers/interns after they have taken a difficult call, chat, text or when they need additional support.
- Advocates for relevant resources as well as locating and updating the Crisis Call Center resource directories.
- Collaborate with Program Manager, Program Supervisor(s) and Crisis Call Center Counselors in de-escalation of caller contacts that warrant supervisory intervention (through coaching of crisis call center counselors and/or contact with caller).
- Complete partial or full shift report during shift.
- Oversight of the Text4Teens services during shift. This includes being responsible to respond to texts during shift.
- Ensures HIPAA laws and MHA confidentiality policies are followed.

(Counselor)

- Answer crisis calls while maintaining clinical service levels.
- Provide evidence-informed information and referral, brief supportive counseling, crisis intervention and suicide prevention support to callers and texters who are in emotional distress.
- Utilize resource referral database to provide information and referral assistance to callers seeking, but not limited to: mental health services, substance use services, sexual assault, veteran services, domestic violence, physical disabilities, physical health, and/or developmental disabilities.
- Advocate for relevant resources, as well as locating and updating the Crisis Call Center resource directories.
- Provide follow-up to high-risk callers reporting suicidal and/or homicidal thoughts, substance use and behaviors.
- Respond to Text 4 Teen texter(s) during shift as needed.
- Complete a full or partial shift report as needed.
- Adhere to policies and procedures for the program.
- Accurately and efficiently document crisis center calls.
- Ensures HIPAA laws and MHA confidentiality policies are followed.

**VI. Other Duties:**

- Duties outlined above are intended to describe the essential job functions, the general supplemental functions, and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities, and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time. More importantly, duties are subject to change based upon the final design/model of the Orange County Crisis Call Center.

**VII. Terms of employment/benefits:**

- Non-Exempt.
- Hiring for Per Diem shifts, this includes: Overnight shifts, Weekday shifts, and Weekend shifts.
- Schedule may require irregular work hours due to the nature of operating 24 hours/7 days a week Crisis Call Center and it is expected that you will work a minimum of four (4) Holiday shifts per year.
- Locations: Emergency Service Center in Goshen (22 Wells Farm Road, Goshen, NY) and Mental Health Association in Orange County, Inc. in Middletown (73 James P. Kelly Way, Middletown, NY).
- 40 hours of mandatory introductory Crisis Call Center training required.

Please send letter of intent and resume to:

## **Human Resources**

**Mental Health Association in Orange County, Inc.**

**73 James P. Kelly Way**

**Middletown, NY 10940**

**or fax to (845) 343-9665**

**or email to [mharecruiting@mhaorangeny.com](mailto:mharecruiting@mhaorangeny.com)**