

# Mental Health Association in Orange County



## CRISIS CALL CENTER COUNSELOR – Part-Time JOB POSTING

- I. Title:** Crisis Call Center Counselor – Part-Time
- II. Reports to:** Crisis Call Center Weekday Evening Supervisor
- III. Job Objectives:**

Under the direction of the Crisis Call Center Weekday Evening Supervisor, Crisis Call Center Counselor will answer all crisis center calls and texts during their assigned shifts. Also, Crisis Call Center Counselor will be responsible for the after-hour calls that come in related to the Orange County Department of Social Services Information and Referral Grant through MHA's partnership with HONORehg 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 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. Counselor will interact with callers by telephone and 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:**

- Bachelor's Degree in any of the following: social work, mental health, counseling, sociology, or psychology with four (4) years of crisis intervention and crisis management experience.  
**OR**
- A credentialed Alcoholism and Substance Abuse Counselor (CASAC) with four (4) years of crisis intervention and crisis management experience.  
**OR**
- High School diploma with six (6) years of crisis intervention and crisis management experience.
- 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:**

- 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/or text visitors 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 full or partial shift report as needed.
- Complete data trackers.
- 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.
- Thirty (30) hours per week:
  - Monday-Friday 10:00pm-4:00am
- The 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 the holiday if it falls on your assigned shift.

- 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).
- Paid holidays, vacation, personal and sick leave according to MHA policy.
- 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)**