

Centennial Mental Health Center, Inc.

Job Description

Job Title:	Emergency Response Specialist	Job Class:	Direct Service
Reports to:	Intensive Services Clinical Coordinator	Grade:	Dependent on credential
		Status:	Exempt

POSITION SUMMARY

Responds to emergency and crisis calls from consumers, families, law enforcement and other agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Responds and provides assessment and intervention services to individuals experiencing behavioral health emergencies/crises during all scheduled shifts when requested by individuals, families, law enforcement and other community agencies. The standard response time shall be: via phone within 15 minutes and in person within 2 hours.
2. Works with individuals, families, law enforcement and other agencies to coordinate appropriate level of care in crisis and emergency situations.
3. Coordinates with the Value Options Team or other specified authorizing agencies to determine necessity of inpatient treatment.
4. Obtains required authorizations prior to arranging inpatient treatment.
5. Completes paperwork for involuntary hospitalizations as applicable, including required 27-10-CRS documentation, in a timely and accurate manner.
6. Arranges transportation to in-patient settings when needed and pre-authorized by the Value Options or other specified agency.
7. Maintains accurate and timely clinical records consistent with Center standards.
8. Documents all emergency calls in CHIPS and logs information in Continuity of Care databases.
9. Provides emergency support and evaluations for CMHC clinical staff.
10. Performs outreach calls in conjunction with case management staff as needed.
11. Participates in staffings regarding difficult cases to help prevent unnecessary inpatient hospitalizations.
12. Participates as a member of an interagency crisis response team. ERT will be on call 24/7 and will work as a team to provide quality care for clients and community agencies.
13. Assists with Continuity of Care duties as needed
14. Attends all agency and professional trainings as assigned by supervisor.
15. Attends supervision meetings with supervisor as scheduled.
16. All other duties as assigned by supervisor.

JOB REQUIREMENTS

EDUCATION, LICENSES

Master's Degree in psychology, social work, or other human services field and successful completion of required in-service training for crisis assessment and intervention offered through the Center.

EXPERIENCE

Documented experience in crisis intervention, assessment, and management in either outpatient, residential, or inpatient setting.

ABILITIES, KNOWLEDGE, SKILLS

Ability to perform accurate Mental Status and Lethality assessment. DSM-IV diagnostic skills. Ability to serve wide range of consumers, including culturally diverse populations. Knowledge of cultural issues that may have a bearing on service provision. Knowledge of geographic area and resources. Excellent written and verbal communication skills. Computer literacy to include basic skills in e-mail communication and word processing. Ability to travel within the Center's service area or to other locations as needed.

I have read this copy of my job description, discussed it with my supervisor, and understand my responsibilities.

Employee Signature

Date

Administrative Supervisor

Date