



Job Title: Emergency Response Specialist 2
Reports To: Crisis Director
Status: Exempt

Job Class: Program Delivery
Grade: Grade 10

POSITION SUMMARY

Responds to emergency and crisis calls from clients, families, law enforcement and other referral sources

CORE RESPONSIBILITIES

- Responds and provides assessment and intervention services to individuals experiencing behavioral health emergencies/crises during all scheduled shifts.
- Follows agency standards of practice, policies and procedures regarding behavioral health crisis responses
- Works with individuals, families, law enforcement and other agencies to coordinate appropriate level of care in crisis and emergency situations
- Coordinates with specified authorizing agencies to determine necessity of inpatient treatment
- Obtains required authorizations prior to arranging inpatient treatment
- Works as a team member providing back-up coverage; establishing monthly on-call schedules; providing clinical expertise in areas of interest, and supporting overall crisis intervention services
- Provides coverage of fifteen (15) 24-hour shifts per month
- Documents all emergency calls in the center's electronic health record and communicates to team members as required for Continuity of Care
- Places high value on customer service to individuals in crisis as well as referral sources
- Completes paperwork for involuntary hospitalizations as applicable, including required 27-65 CRS documentation, in a timely and accurate manner
- Arranges transportation to in-patient settings when needed and obtains authorizations when needed from specified agencies
- Provides emergency support and evaluations for CMHC clinical staff
- Performs outreach calls in conjunction with other providers, case managers and law enforcement
- Assists with Continuity of Care duties as needed
- Attends all agency and professional trainings as assigned
- Attends supervision and team meetings as scheduled
- Performs other job duties as assigned

EDUCATION

Master's Degree in Psychology, Social Work, Counseling or related clinical discipline

EXPERIENCE

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

SKILLS, KNOWLEDGE, AND ABILITIES

- Ability to work well with special populations along with maintaining appropriate boundaries
- Ability to perform accurate Mental Status and Lethality assessment
- Skills working with DSM
- Ability to serve culturally diverse populations that may have a bearing on service provision
- Knowledge of geographic area and resources
- Excellent written and verbal communication skills

