



THE HUMAN SERVICE CENTER

(HUMAN SERVICES BOARD 51.42/51.437)

P.O. BOX 897

705 EAST TIMBER DRIVE • RHINELANDER, WI 54501-0897

TELEPHONE: 715-369-2215

FAX: 715-369-2214

JOB POSTING

Internal/External

Title of Position:	<u>Crisis Service Facilitator</u>
Position Type:	<u>Full-Time</u>
Number of Openings:	<u>1</u>
Starting Pay Range:	<u>\$23.24-\$25.66/hour based on directly related experience.</u> Current on call rates are: \$1.50 on call (\$7.25 holidays), \$21.00 travel time, \$42.16 assessment time and \$.545/mile.

Position Overview:

Works collaboratively with other community service providers to assist consumers making contact through the emergency crisis line. Performs telephone and face-to-face crisis intervention/de-escalation and services including assessment, counseling, referrals to stabilization services and coordination of linkage and follow-up.

Required Education & Experience:

- Must have a bachelor's degree in Social Work, Psychology or related Human Services field. One year of behavioral health service facilitation including direct crisis experience preferred.
/or/
- Registered Nurse with training in psychiatric nursing or one year employment in a clinical mental health facility.

Closing Date: 07/30/2019

How to Apply: Please send your letter of interest and resume to:
abb@thehumanservicecenter.org.

The Human Service Center is an equal opportunity employer.

SERVING FOREST – ONEIDA – AND VILAS COUNTIES

VISIT US ON THE WEB: www.thehumanservicecenter.org

POSITION DESCRIPTION

Position Title: Behavioral Health Crisis Service Facilitator

Budget Department: Behavioral health

Reports To: Donna Shimeck/Kirsten Carlson

FLSA Status: Non-Exempt

Pay Grade Level: 11

Benefits: Eligible for all permanent, regular, FT status benefits

Other: This position may require on-call hours.

SUMMARY OF POSITION

Works collaboratively with other community service providers to assist consumers making contact through the emergency crisis line. Performs telephone and face-to-face intervention and services including assessment, counseling, referrals to stabilization services, and coordination of linkage and follow up.

EDUCATION AND EXPERIENCE

Minimum Education Level Required: Bachelor's Degree

Preference for:

1. Psychology, Human Services, Social Work
2. RN with appropriate experience.

Minimum Experience Level Required:

Preference for:

1. One year of behavioral health service facilitation including direct crisis experience.
2. RN: Training in psychiatric nursing or one year employment in a clinical mental health facility.

CERTIFICATION/PROFESSIONAL LICENSURE

1. Dependent on profession.
- 2.

Preference for:

1. 20-40 Hours of Wisconsin Certified Crisis Program Training
- 2.
- 3.

If minimum education, experience, certification or licensure is required by program statutes or funding sources, pertinent information must be attached.

OTHER REQUIREMENTS

1. Must possess a valid Wisconsin driver's license throughout the term of this position as travel is required.
2. Must have access to dependable personal vehicle.
3. Must have personal automobile insurance with minimum coverage limits of \$100,000/\$300,000

4. Must successfully complete a Caregiver Background Check per Wisconsin Administrative Code HFS 12.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provide telephone and face-to-face crisis intervention/de-escalation service facilitation for clients making contact through the emergency services crisis line.
2. In collaboration with other community service providers, perform assessment and determine immediate care needs for client safety and least restrictive crisis resolution plan.
3. Represent The Human Service Center for approval of Chapter 51 emergency detentions.
4. Develop appropriate crisis plan and associated referrals using individual, family and community resources.
5. Provide linkage and following up services following client stabilization.
6. Monitor and evaluate client compliance with treatment plans, providing assistance when needed and modifying plans when appropriate.
7. Complete all associated documentation in a professional, timely manner and coordinate with other agency staff as required.
8. Communicate effectively with necessary internal staff and agency service providers regarding case management and follow-up care of crisis clients.
9. Work on continuous development of community resources and collaborative relationships involved in crisis prevention and services.
10. Provide on-call crisis intervention services when required.
11. Complete all ancillary tasks necessary to successfully complete the duties and responsibilities listed in items 1-10 above.

POSITION SPECIFIC KNOWLEDGE & SKILLS

1. Knowledge of de-escalation procedures in potentially volatile situations.
2. Ability to remain calm, professional and make appropriate decisions when immediate client care is required.
3. Knowledge of behavioral health diagnoses and appropriate responses to crises.
4. Knowledge of Wisconsin State Statutes involving human service providers, programs and client care.
5. Knowledge of, and ability to collaborate with, related community service providers and programs.

CORE KNOWLEDGE AND SKILLS

1. Ability to effectively communicate orally and in writing.
2. Ability to establish and maintain effective working relationships with clients, supervisor(s), peers, service providers, and community partners in a way that supports the mission of the agency and the clients it serves.
3. Ability to comprehend and apply all applicable program standards set forth by Federal, State and agency requirements.
4. Computer literacy that allows for accurate and effective interaction and completion of reporting requirements.
5. Ability to abide by all policies and procedures of The Human Service Center including all documentation requirements and deadlines.

6. Ability to maintain the confidential nature of all consumer and business information per Federal and State regulations and agency policies and procedures.

Environmental Conditions, Physical Demands and Tools & Equipment Used in this Position Attached

This position description is intended to describe the general content and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements as all of these may be subject to change at any time.

APPROVED:

Executive Director

Date

This job description has been discussed with me. I understand the responsibility of this position.

Employee Signature

Date

Original: May 5, 2016

Reviewed/Revised: