



Job Posting

Job Title: Crisis Worker
Job Status: Permanent, Part-time, Non-exempt, & Hourly

STATEMENT OF THE JOB

Provides crisis intervention services to anyone making contact with our crisis services program.

ESSENTIAL FUNCTIONS

- Provides direct services to all service elements of the Crisis Services Contact Center.
- Provides support and consultation to shift team partners.
- Provides and supports triage and routing functions on shift per the team's goals and Contact Center Team Leader.
- Provides complete, accurate documentation of client contacts.
- Ensure that client rights and confidentiality are maintained.
- Collaborates with other program staff to assure client access to emergency assistance.
- Performs other duties and responsibilities as assigned by the Contact Centers Team Leader or Management staff.
- Follow-up with imminent risk clients.
- Conduct accurate assessments of suicide and other emergencies.
- Stay current with all ongoing training requirements.
- Supports operation during times of disaster as defined by agency policy.
- Assist with community outreach and agency fundraising activities.

QUALIFICATIONS AND EXPERIENCE

Bachelor's Degree in Human Services field or equivalent. Successful completion of Basic Crisis Intervention Training and Crisis Management training is required (both trainings provided by Gryphon Place, September 19-22 6-9pm & September 26-29 6-9pm). Experience as a trainer of Basic Crisis Intervention is preferred.

KNOWLEDGE/SKILLS/ABILITIES

- Demonstrated crisis intervention skills.
- Versed in substance abuse issues and mental health issues.
- Clear and effective communication and accurate assessment of inquirer's needs.
- Ability to function as a team member in an experiential learning setting.
- Ability to effectively problem solve and resolve conflict.
- Excellent computer skills.
- Ability to work independently with minimal supervision.
- Knowledgeable of program procedures and contact centers informational system.
- Is able to work flexible hours, including evenings, weekends and holidays.

SCHEDULE

Evenings, overnights, weekends and some holidays

RATE OF PAY

\$13.00/hour

Please apply with cover letter and resume by: Friday, September 2nd, 2016

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