



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). 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.

Please apply by: Friday, June 24th, 2016

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