



JOB DESCRIPTION

TITLE:	Crisis Specialist
CLASSIFICATION:	Exempt/ Full-Time/ 40 hrs. per week/Non-Union
IMMEDIATE SUPERVISOR:	Program Manager
PROGRAM/DEPARTMENT:	NoVA (Salvation Army Harbor Lights Collaboration)

SUMMARY OF POSITION RESPONSIBILITIES:

The Crisis Specialist performs initial clinical assessments of Salvation Army clients; collaborates with a multi-disciplinary treatment team; provides brief supportive intervention and targeted case management; and develop, plan, implement and lead drop-in coping, educational, and skills groups.

GENERAL DUTIES:

1. Present current and background clinical information to Psychiatrist/NP for medication evaluation; collaborate with multi-disciplinary team to implement client-centered treatment plan. Perform triage, risk assessment, initial assessment and administrative intake paperwork.
2. Evaluate risk factors, initiating a 5150 hold for hospitalization as needed.
3. Provide brief supportive intervention and targeted case management services to help stabilize, link and transition clients to follow-up mental health, substance abuse, social services, HIV-related, and primary care.
4. Perform crisis triage function according to protocol; log in clients as they present and verify eligibility for services; monitor client flow; assist clients who are waiting for services as needed. Handle triage phone calls to assist clients seeking services; speak to outside providers; address other issues as presented by the caller.
5. Complete all required paperwork in compliance with City & County guidelines; document services fully and accurately.
6. Using the appropriate billing codes, submit billing for services on a daily basis.
7. Participate in staff meetings and individual supervision as required.
8. Develop, plan, implement, and lead coping, educational, and skills groups designed to give clients basic life skills and to lessen the impact of mental health issues on level of impairment as requested by Program Director.
9. Commit to the provision of culturally competent services.
10. Performs other related tasks and duties as assigned by the Program Manager and Program Director.

KNOWLEDGE, ABILITIES AND SKILLS:

1. Possession of a masters degree or higher from an accredited college or university; AND
2. Must be registered with the Board of Behavioral Sciences.
3. A minimum of one (1) year recent experience working directly with chronically mentally ill individuals.
4. Bilingual capability a plus.
5. Strong written and oral communication skills; excellent interpersonal communications and group

- facilitation skills (Client engagement skills essential).
6. Commitment to the Mission, Vision, and Critical Success Factors of Westside Community Services.
 7. Ensure compliance of all work related activities in a fair, ethical, and consistent manner; must be able to demonstrate cultural competence.
 8. Flexibility to change responsibilities as the needs of the program change and able to work in stressful conditions; Demonstrated initiative and ability to follow-through on work assignments.
 9. Must be able to maintain confidentiality of sensitive information.
 10. Must be able to work collaboratively within a multi-disciplinary team, in a multi-cultural/multi-ethnic environment.

LICENSES/CERTIFICATION:

- Clinically licensed or license eligible and able to register with professional licensing board in California.

PHYSICAL AND VISUAL ACTIVITIES:

Mild to medium to heavy work requiring prolonged or repeated standing, walking, climbing, stooping, kneeling, crouching, lifting, carrying to a maximum of up to 50 lbs.

Physical and visual activities that is commonly associated with the performance of the essential functions of this job. "Commonly associated" is not intended to mean always or only. There may be different experiences that suggest other ways or circumstances where reasonable changes or accommodations are appropriate.

SCHEDULE: Flexible hours/days; Monday-Friday however schedule may be varied to include occasional Saturdays and/or evenings for cross coverage purposes.

Westside Community Services is an equal opportunity employer and people of color are strongly encouraged to apply. We will consider qualified candidates with criminal histories in a manner consistent with the requirements of the San Francisco Fair Chance Ordinance.

I have read and received a copy of the above job description.

Signature

Date