

Berks Counseling Center – Job Description

Position Title:	CRISIS COUNSELOR	Classification:	E4
Department:	CLINICAL	FLSA Status:	EXEMPT
Accountability:	CLINICAL SUPERVISOR	Status:	FULL-TIME
Primary Location:	BCC	Creation/Revision Date:	MAR 2017/NOV 2020
Position Has Direct Contact with Children:	YES	Position Has Driving Requirements:	NO
Remote Work Eligibility:	NOT ELIGIBLE		

General Summary

The person in this position will be responsible for providing a broad array of crisis supports for patients of Berks Counseling Center. This would include the provision of services on site and in the community. Close collaboration with community hospitals, rehabs, and our crisis DCO are additional responsibilities of this position.

Minimum Qualifications

Master's degree in a related social service field with at least three (3) months direct counseling experience (or relevant internship) required. LSW, LCSW, or LPC applicants with counseling experience in drug, alcohol and/or mental health preferred. Valid PA Driver's License and the ability to drive, travel and provide community-oriented services required. Bi-lingual: English/ Spanish preferred. CAC a plus. Knowledge of or experience with trauma-informed approaches preferred.

To perform this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made.

Knowledge, Skills, and Abilities

- Knowledge of the assessment and treatment of behavioral health disorders within an integrated system of care.
- Knowledge of BCC services, policies and procedures.
- Knowledge of community resources for low income, high risk populations.
- Knowledge of ethical practices of counselors.
- Knowledge of electronic health records (EHR).
- Knowledge of crisis intervention skills and approaches.
- Knowledge and understanding of trauma and how it impacts others.
- Skill in active listening and collaborative communication.
- Skill and ability to document clinical needs clearly, concisely, and in a timely manner.
- Skill in using Microsoft Office and Microsoft Outlook.
- Skill in managing competing priorities.
- Skill in problem solving and conflict resolution including identification of the problem or conflict within a team oriented approach to care.
- Skill in oral and written communication, (including Spanish communications for bi-lingual requirement).
- Skill in operating office and technological equipment and learning new software.
- Ability to navigate BCC's electronic health record.
- Ability to respond with skill, compassion and composure in high risk crisis situations.
- Ability to learn and implement evidence based approaches.
- Ability to maintain established productivity standards.
- Ability to work collaboratively as part of a multi-disciplinary team in meeting the integrated physical and behavioral health needs of the persons served.
- Ability to demonstrate a commitment to the provision of compassionate, patient-centered care supportive of the patient's own goals and motivated toward positive health outcomes.
- Ability to communicate professionally with coworkers, clients and vendors.
- Ability to organize daily activities of self and others and to work as a team player.
- Ability to provide culturally-competent care.
- Ability to work a flexible schedule.
- Ability to engage in honest, transparent and respectful interactions with others.

- Ability to act with integrity and work from a place of empathy and compassion.

Essential Job Functions

1. Provide screening, assessment, and evaluation of patients experiencing a crisis, either on site, on the phone, or in the community.
2. Determine severity of each crisis call or encounter.
3. Record crisis phone calls in a Critical Incident Log and complete Critical Incident Report.
4. Refer patients to community based emergency response systems or other appropriate services.
5. Work collaboratively with SAM, TASC, hospital emergency departments, inpatient treatment facilities, and law enforcement.
6. Meet with patients in crisis when primary counselor is not available.
7. Provide follow up support for all patients within 24 hours of crisis to determine patient needs.
8. Serve as a member of the Health and Safety/Crisis Committee.
9. Play a key role in post crisis debriefing.
10. Provide screening, assessment, and evaluations as needed at DCO’s and satellite locations. Work collaboratively with DCOs in care coordination related to crisis situations.
11. Utilize collaborative documentation to complete clinical documentation that meets compliance standards, medical necessity guidelines, and agency standards as to timeliness and accuracy of documentation.
12. Maintain established productivity standards.
13. Actively participate in clinical supervision, integrated care meetings and daily huddles.
14. Attend staff meetings and community meetings/committees as assigned.
15. Provide community outreach and networking related to clinical services, particularly crisis supports.
16. Maintain appropriate credentials and attend ongoing training and education as required by licensure, certification and/or agency policy.
17. Prepare reports as requested.
18. Work closely with other treatment staff, case managers and other outside persons involved in a client’s care to assure effective coordination of care, including the promotion of health and wellness.
19. Meet all insurance and funding source requirements.
20. Work a flexible schedule that meets the needs of the patient population served.
21. Develop an understanding of trauma and how it impacts others.
22. Incorporate trauma informed practices into job duties and responsibilities, including interactions and communications with others.
23. Be an active member of BCC’s culture of caring through positive and engaging social interactions.
24. Perform all other related duties and responsibilities as assigned.

Physical Requirements

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| SEEING: | Must be able to see well enough to read reports and use computer. Must be able to see well enough to drive an agency vehicle. |
| COMMUNICATING: | Must be able to communicate to clients, vendors and coworkers. |
| MOBILITY: | Must have mobility to move about the agency. Must have mobility to move about the community. |
| LIFTING/PULLING/PUSHING: | Must be able to lift up to 25 pounds |
| OTHER: | Must be able to write, type and use technology. Must be able to operate a motor vehicle. |

Note: The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of Berks Counseling Center. Berks Counseling Center is an equal opportunity employer.

CRISIS COUNSELOR – Signature / Date

CLINICAL SUPERVISOR – Signature / Date

PRINTED NAME

PRINTED NAME