



Common Ground
helping people move from crisis to hope

POSITION DESCRIPTION

Job Title: Milieu Specialist
Department: OACIS
Reports To: OACIS-Associate Program Manager
Classification: Hourly

GENERAL DESCRIPTION:

Works as a team lead in de-escalation strategies and is a first-responder in potentially acute and emergency scenarios within a community crisis center setting that serves all members in the community through support, coaching, and solution planning. Provides and maintains a supportive, hopeful, empathic, and engaging environment for individuals/families seeking help with crises. As a member of a multidisciplinary team, provides recovery coaching to people that result in diverting people from inpatient hospitalization and communicating the message of hope and the possibility of recovery and healing.

JOB FUNCTIONS:

- Contribute to a welcoming atmosphere
- Use Recovery Coaching and the Recovery Pathways to maximize the opportunity to create recovery partnerships and a recovery environment
- Utilize recovery principles while comforting people in crisis: Hope, Choice, Empowerment, Recovery environment, Meaning and Purpose by sharing his or her personal recovery story, how recovery goals can be respectfully met and how a belief in self is maintained
- Provide strength-based trauma informed crisis intervention, crisis planning, and safety planning as an alternative to inpatient hospitalization
- Assist with fulfilling basic needs such as food, clothing, arrange for shelter, bathing, etc. as needed
- Initiate recovery partnerships through providing peer support
- Contribute to keeping the environment clean and comfortable for people served as well as co-workers
- Arrange or provide transportation to a safe place
- Partner to complete guest registration to the Center
- Collect, inventory and secure guest's personal items in detail
- Facilitate introductions to staff and provide a tour of the facility
- Review guest's rights, program schedule and community agreements
- Assist people with gaining coping skills and recovery tools
- Assure guests have necessary items for personal hygiene and comfort
- Contact and involve participant's support system
- Work with the person and other resources to arrange continuing services as needed
- Cultivate connections in the person's life (self, others, the environment and to meaning and purpose)
- Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization



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- Conduct on-going observation of guests for the purpose of reporting any significant changes in personality and/or demeanor
- Conduct regular safety checks, removing any hazardous objects and record and report findings as designated
- Contribute and participate in continuous Quality Improvement initiatives
- Respond to critical situations that may require restrictive interventions as directed by Nursing personnel and/or Shift Supervisor
- Serve as a representative of the organization, act as a positive role model towards all interactions (internal/ external stakeholders and people we serve) without judgment
- Provide accurate and timely documentation in the Electronic Health Record
- Assist with maintaining inventory of supplies
- Document relevant and required information and services provided in the identified service record (electronic or otherwise) assuring continuity of care as a tool for communication with other team members
- Maintain and observe all HIPAA regulations that apply
- Provide timely, quality and accurate documentation in accordance with program standards
- Adhere to established Quality Improvement Indicators
- Participate in training and orientation of new staff and interns
- Complete and sign all necessary documentation before end of each shift
- Perform other duties as assigned

SUPERVISION:

N/A

REQUIRED QUALIFICATIONS:

- Valid state of Michigan driver's license and clean driving record
- 2+ years experience with broad range of age groups and disabilities, including children
- Experience with persons with co-occurring mental illness and substance use disorder
- High school diploma or GED

KNOWLEDGE, SKILLS, ABILITIES:

- Excellent customer service skills
- Excellent communication skills, both written and verbal
- Knowledge of current behavioral management and de-escalation techniques
- Knowledge of and ability to use basic intervention skills
- Knowledge of mental health recovery
- Knowledge of ethical behavior and business practices to ensure that own behavior and behavior of others is consistent with these standards and aligns with the values of the organization
- Skilled in assessing situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interest of the program and Common Ground
- Skilled in providing assistance in a concise, informative manner, keeping a positive, courteous tone and appropriate non-verbal communication and effective listening
- Skilled in developing and maintaining accurate community resources for education, information and referrals appropriate to guests needs
- Proficient in MS Office – Word, Excel, Outlook
- Ability to apply trauma informed principles and values with knowledge, decisions, and treatment of all people served



- Ability to relate to diverse populations which includes a variety of age, sex, economic and educational background
- Ability to work independently and apply critical thinking/decision making skills
- Ability to work with a multi-disciplinary team successfully
- Ability to deal with volatile situations in a safe, calm, and caring manner
- Ability to participate as a team member to provide a safe recovery environment
- Ability to interact effectively within the context of the cultural beliefs, behaviors, language and needs
- Ability to foster personal and environmental wellness by taking care of self and maintaining environmental wellness by reporting infection and on the job injuries
- Ability to assess emergency situations, notify supervisor of actual or potential challenges, exercise judgment in stressful conditions and respond calmly and quickly
- Display teamwork during emergencies
- Ability to anticipate, understand, and respond to the needs of the internal and external customers to meet or exceed their expectations within the organizational parameters
- Ability to provide a safe and nurturing environment with an emphasis on respect, diversity, acceptance and compassion
- Ability to influence and improve operations which are not under direct control
- Demonstrated ability to work positively with co-workers and consumers

JOB CONDITIONS AND REQUIREMENTS:

- Must be able to push or pull up to 250 pounds, lift up to 50 pounds and carry up to 25 pounds
- Pre-placement physical clearance
- Successful completion of a background check
- May have contact with people who are agitated and confused mitigated by de-escalation training
- Participate in regular additional physical training exercises related to NAPPI and/or conflict resolution, etc.
- May be required to work various shifts
- The work environment may subject staff to behavioral and medical problems that could be physically hazardous
- Some local travel may be required
- Local travel required and use of personal vehicle during work when applicable
- Must be willing to transport persons served in agency vehicles
- Adhere to Common Ground policy on confidentiality

Employee Signature

Date

Human Resources Witness

Date