



JOB TITLE: Crisis Traffic Coordinator
DEPARTMENT: Crisis Assessment Team
CLASSIFICATION: Hourly/Non-Exempt

REVISED: 8/19

POSITION DESCRIPTION

SUMMARY:

The Crisis Traffic Coordinator (CTC), located at the Resource & Crisis Center, is part of the Crisis Assessment Team (CAT). The CAT team is comprised of Welcoming Specialists, Crisis Traffic Coordinators, Crisis Clinicians, Oakland Crisis Intervention Recovery Team (OCIRT) Clinicians, Recovery Coaches, and Shift Supervisors. Although the CTC has no direct contact with the people served, they have a significant impact on the experience of people served. Their core purpose is to assist with the flow of people through the crisis continuum so that people in crisis get the help that they need as quickly as possible. The CTC will track people's movement through the crisis continuum and Emergency Department (EDs) and alerts the Shift Supervisor when people are waiting too long or are stuck, or when part of the continuum is not working as intended. The goal of handling ED referrals is to complete as much of the welcoming process in advance of the person's arrival so that the time spent collecting information from the person is minimal and services can begin quickly.

ESSENTIAL JOB FUNCTIONS:

- Carry a mobile phone or walkie-talkie at all times, except breaks, during shift
- Regularly observe status of lobby, OACIS-Crisis Stabilization Unit, Crisis Residential Unit (CRU), and other assessment areas to validate the Referral Log
- Notify the Shift Supervisor when people in the lobby wait too long for an assessment/care plan (no longer than 1 hour) or when 4 hours wait time in EDs after medical clearance is approaching and tracks this information in the Referral Log for analysis by leadership and the Mission Impact & Data Analysis team
- Expedite the welcoming process and services to people who arrive via ambulance from an emergency department by completing Welcome Form and functions BEFORE the person arrives and within 15 minutes of receiving the referral from an ED
- Check County of Finance Responsibility (COFR) and follows the MDHHS Technical Requirements for Community Mental Health and if not Oakland County COFR, arranges for the person's home county to intervene
- Check insurance in CHAMPS and Web Dennis
- Complete as much information as is available from the ED into the Welcome Form in the Electronic Health Record; the Date of Arrival, Start Time, and Date/Time of First Contact After Acute Medical Care will allow tracking of the length of time the person is waiting in the ED
- Contact Core Provider Agency if open (if on ACT Team, contacts ACT who will go to ED and do the assessment)
- Check guardianship in Electronic Health Record
- Enter information into referral log which includes date and time of referral, referral source, type of referral, location of person, insurance, guardianship, CPA, disposition, arrival/departure time, etc.
- Contact and answer calls to/from Core Providers regarding people in EDs or at the Resource & Crisis Center
- Contact and answer calls from hospitals to coordinate ED interventions by the Crisis Assessment Team and to secure admissions for psychiatric inpatient
- Give the ED referral information collected to the Shift Supervisor or Crisis Clinician, as directed by the Shift Supervisor, to determine which pathway is best for the person served through the completion of the Triage
- Arrange for the Crisis Residential Unit bed, inpatient bed, Intensive Crisis Stabilization Team (for children) referral
- Deploy Oakland Crisis Intervention Recovery Team (OCIRT)
- Refer to a Partial Hospital Program (PHP) provider, or refer to Sober Support Unit (SSU)
- Complete the Referral Log
- Contact the Primary Health Provider or inpatient provider of the family's choice within the specific level of care; if the choice cannot be honored, will arrange for next available
- Ensure that incoming and outgoing fax correspondence contains appropriate documentation
- Manage Hospital Refusal Log
- Ensure all paperwork is completed and Referral Log is updated in real time
- Comply with attendance and punctuality policies, as well as all other Common Ground policies and procedures



JOB TITLE: Crisis Traffic Coordinator
DEPARTMENT: Crisis Assessment Team
CLASSIFICATION: Hourly/Non-Exempt

REVISED: 8/19

RELATED JOB FUNCTIONS:

- Participate in daily team huddles
- Work closely with other Common Ground programs, crisis safety-net providers, Oakland Community Health Network, core provider network, area emergency departments, and the access system
- During slow times initiate assistance to other teams
- Provide first aid and emergency procedures, as needed
- Perform other job-related duties as assigned

SUPERVISION: None

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE OF:

- Community resources
- Basic intervention skills
- Current behavioral management and de-escalation techniques in a safe, calm, and caring manner

SKILL TO:

- Perform job functions consistent with protocols, procedures, and job instructions
- Demonstrate the ability to complete required documentation with high quality of content
- Type and use EHR and operate office equipment efficiently
- Work independently and apply critical thinking/decision making skills
- Establish and maintain effective working relationships with a multi-disciplinary team
- Demonstrate proficiency in relevant software and applications (i.e. Microsoft Word, Excel, PowerPoint and Outlook)

ABILITY TO:

- Demonstrate adherence to, and understanding of, confidentiality and release of information requirements
- Demonstrate ability to provide help and support to other members of the team, and to be proactive in offering additional assistance in challenging situations
- Work independently and apply critical thinking/decision making skills
- Understand and follow verbal and written instructions
- Communicate effectively, both verbally and in writing
- Maintain collaborative, inter-professional links with colleagues and other health care professionals
- Apply trauma informed principles and values with knowledge, decisions, and treatment of all people served (virtually)

REQUIRED EDUCATION AND EXPERIENCE:

- High School Diploma or GED
- 2+ years of clerical experience
- 2+ years of experience as a front office Medical Assistant (preferred)
- Experience in the mental health field (preferred)
- Valid driver's license and clean driving record

ESSENTIAL REQUIREMENTS:

Physical Requirements:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.



JOB TITLE: Crisis Traffic Coordinator
DEPARTMENT: Crisis Assessment Team
CLASSIFICATION: Hourly/Non-Exempt

REVISED: 8/19

ESSENTIAL REQUIREMENTS: (cont.)

Environmental Working Requirements:

Work is done in a recovery oriented and supportive clinical/crisis environment. Assignments may require work to be done on an individual basis or in teams with members at various staffing levels. The work environment is that of a crisis center and may subject staff to behavioral and medical events that could be physically hazardous. Local travel requiring the use of one's vehicle is necessary in order to provide mobile assessments but does not include transporting people served.

Other Requirements:

The ability to work various shifts and hours including weekday and weekend hours; Some local travel may be required; All electronic or hard copy documents are complete, accurate, and signed prior to end of shift; Attitude and actions are aligned with the organizational mission and values; Promote a team environment; Focus on the strengths and needs of the person/families served; Adhere to established Quality Improvement Indicators; Participate in training and orientation of new staff and interns.

The agency may in its sole discretion fill this position on a full-time, part-time or contingent basis with the individual best fit to perform the essential functions of the job. The above statements describe the general nature and level of work performed by employees assigned to the title. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Employees in this title are subject to a background check and a pre-employment physical.

Employee Signature _____
Date _____

Human Resources Witness _____
Date _____