



JOB TITLE: MiCAL Shift Supervisor
DEPARTMENT: MiCAL (Michigan Integrated Crisis and Access Line)
CLASSIFICATION: Non-Exempt

REVISED: 1/21

POSITION DESCRIPTION

SUMMARY:

The Michigan Integrated Crisis and Access Line (MiCAL) Shift Supervisor is a fully remote, at-will position. MiCAL is a Common Ground crisis line service that operates 24/7, 365 days per year. MiCAL aims to meet the needs of all populations in crisis, focusing on resolving the individual's crisis and connecting them to the appropriate support and resources as needed. Services include crisis assessment, referrals to community resources, providers of mental health and/or substance use, shelter, victims assistance programs, etc. The MiCAL Shift Supervisor will oversee the MiCAL Crisis Specialists who work the line and will report to the MiCAL Director. The ideal Shift Supervisor will possess excellent leadership skills, self-discipline, outstanding problem-solving skills and relevant experience in crisis work.

ESSENTIAL JOB FUNCTIONS:

- Oversee the daily MiCAL operation, all MiCAL Crisis Specialists' daily tasks, and call/chat/text activity
- Provide support to MiCAL Crisis Specialists as needed
- Provide trauma-informed, recovery-oriented triage, crisis intervention, and assessments via phone, chat, text etc.
- Connect with others involved in the lives of individuals served, educating on recovery processes, if appropriate
- Assess crisis and person/family's needs to determine service needed and best referrals
- Document all required and collected information in the Electronic Health Record (EHR) using Collaborative Documentation with persons served.
- Develop the plan of care in collaboration with the individual/family and other community members (if appropriate), based on strengths, needs, abilities, and consideration of preferences.
- Provide individuals served with due process/second opinion, etc. if required.
- Act as an advocate for the needs and rights of every person/family including service providers and community agents.
- Work closely with other Common Ground programs, crisis safety-net providers, PIHP's, Substance Use programs, Sexual assault programs, core provider network, area emergency departments, and the access system across the State of Michigan.
- Ensure all paperwork is complete and provide person/family with necessary documents if appropriate.
- Utilize recovery principles while comforting people in crisis and provide hope, choice, and empowerment.
- Develop understanding and management of wellness and triggers.

SUPERVISION: MiCAL Crisis Specialists, MiCAL Volunteers, and Interns

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Michigan Mental Health Code
- Determining appropriate level of care
- Crisis Intervention models of service
- Type, using EHR, and operating office equipment efficiently
- Work mostly independently but also as part of a team
- Work in a remote/virtual environment
- Apply critical thinking/decision making skills
- Establishing and maintaining effective working relationships with a multi-disciplinary team
- Proficiency in relevant software and applications (i.e. Microsoft Word, Excel, PowerPoint and Outlook)
- Relate to a diverse population which includes a variety of age, economic and educational backgrounds
- Understand, follow, and provide both verbal and written instructions
- Communicate effectively, both verbally and in writing
- Maintain collaborative, inter-professional relationships with colleagues and other health care professionals
- Apply trauma informed principles and values with knowledge, decisions, and treatment of all people served



JOB TITLE: MiCAL Shift Supervisor

DEPARTMENT: MiCAL (Michigan Integrated Crisis and Access Line)

CLASSIFICATION: Non-Exempt

REVISED: 1/21

REQUIRED EDUCATION AND EXPERIENCE:

- Master’s Degree in Human Service field
- Professional licensure in the State of Michigan
- All Limited License Bachelor Social Workers (LLBSW), Limited License Master Social Workers (LLMSW), Limited License Professional Counselors (LLPC), and Temporary Limited License Psychologists (TLLP) must receive their permanent license (LBSW, LMSW, LPC, LLP) within 5 years from the issue date of the original limited/temporary license as published in the State of Michigan LARA system in order to continue employment with Common Ground
- Minimum 3 years of experience in Crisis Services
- Certification of one of the following (preferred):
 - CAADC Certified Advanced Addiction Drug Counselor
 - CAC-R Certified Addiction Counselor IC&RC Reciprocal
 - CCDP Certified Co-occurring Disorder Professional
 - CCDP-D Certified Co-occurring Disorder Professional Diplomat
- Experience with persons with co-occurring mental illness and substance use disorder
- Standard met for Mental Health Professional and Child Mental Health Professional
- Successful completion of Common Ground’s 100-hour training program upon hire

ESSENTIAL REQUIREMENTS:

Environmental Working Requirements:

The MiCAL Shift Supervisor is required to have a private, at-home office environment free from distractions and conducive to handling sensitive calls/texts/chats. The job requires exposure to computer screen(s). Assignments may require work to be done on an individual basis or in virtual teams with members at various staffing levels. Common Ground will provide essential technology and equipment including laptops. A minimum internet speed of 25 Mbps (Megabits per second) download and 3 Mbps upload is required. Common Ground will not cover the cost of home internet.

Other Requirements:

The ability to work various shifts and hours including weekday and weekend hours. All electronic documents must be complete, accurate, and signed prior to end of shift. Attitude and actions are aligned with the Common Ground purpose and Core Values. Promote a team environment. Focus on the strengths and needs of the person/families served. Complete Service Activity Logs in accordance with departmental standards. 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 or part-time 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.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

Employee Signature

Date

Human Resources Witness

Date