



**JOB TITLE:** MiCAL Crisis Specialist

**DEPARTMENT:** Michigan Integrated Crisis & Access Line (MiCAL)

**CLASSIFICATION:** Non-Exempt

**REVISED:** 3/2023

## **POSITION DESCRIPTION**

### **SUMMARY:**

The MiCAL Crisis Specialist is a fully remote, at-will position. Common Ground provides a paid, 100-hour, virtual *Crisis Intervention Training* program to ensure the success of all selected candidates while meeting state compliance standards. MiCAL (the Michigan Integrated Crisis & Access Line) is a Common Ground program that acts as a hub for various Michigan crisis services. MiCAL Crisis Specialists respond to all incoming calls, online chats, and texts, which includes Michigan calls from the National Suicide Prevention Line and the new 988 mental health hotline. MiCAL Crisis Specialists provide crisis intervention and direct individuals to appropriate services. These may include referrals to providers of mental health and/or substance use treatment, shelters, victim assistance programs, etc. MiCAL Crisis Specialists utilize the electronic Customer Relationship Management (CRM) system to search its database and complete documentation. The ideal MiCAL Crisis Specialist will be self-disciplined, tech savvy, empathetic toward the individuals served, and able to multi-task efficiently. It is required that MiCAL Crisis Specialists are permanent, year-round residents of Michigan.

### **ESSENTIAL JOB FUNCTIONS:**

- Able to work effectively remotely
- Provide comprehensive crisis intervention
- Provide accurate information and effective referrals
- Triage calls to determine appropriate level of care
- Warm transfer calls as appropriate to other call centers/providers as appropriate
- Maintain up to date records on all call reports
- Provide concurrent documentation for each person served
- Comply with attendance and punctuality policies, as well as all other Common Ground policies and procedures
- Provide additional coverage, as needed
- Perform other job-related duties as assigned
- Review and edit call reports for statistical purposes

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- Determining appropriate level of care
- Recovery orientation and trauma-informed care in behavioral healthcare
- De-escalation techniques, motivational interviewing, and collaborative problem-solving skills
- Crisis intervention and suicide practices and techniques
- Online chat, text-messaging, social media, and internet-based technologies (expert level preferred)
- Typing, entering data, filing efficiently and operating office equipment
- Strong critical thinking and decision-making skills
- Proficiency in relevant software and applications (i.e. Microsoft Word, Excel, PowerPoint, and Outlook)
- Understanding and following both verbal and written instructions
- Communicating effectively, both verbally and in writing
- Working mostly independently but also as part of a team
- Relating to a diverse population which includes a variety of age, economic and educational backgrounds
- Superior customer service skills with individuals being served and with the community
- Working in a multi-disciplinary environment and managing evolving needs
- Applying the dynamics of the crisis intervention model and engage in problem solving process
- Caplan Model of Crisis Intervention (preferred)

**REQUIRED EDUCATION AND EXPERIENCE:**

- High school diploma or GED required; related college coursework preferred
- Minimum 1 year of work/volunteer experience in mental health and/or crisis services AND/OR equivalent education/training in human services (i.e. Crisis Intervention, Social Work, Behavioral Health, Psychology, Counseling, Criminal Justice, etc.)
- Successful completion of Common Ground's 100-hour *Crisis Intervention Training* program upon hire
- Successful completion of Customer Relationship Management (CRM) system training upon hire
- Demonstrated experience utilizing the Caplan Model of Crisis Intervention (preferred)
- Satisfactory completion of Applied Suicide Intervention Skills Training (ASIST) and/or Caplan Model of Crisis Intervention (preferred)

**ESSENTIAL REQUIREMENTS:**

**Environmental Working Requirements:**

The MiCAL Crisis Specialists are 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). Common Ground will provide essential equipment such as laptops. Assignments may require work to be done on an individual basis or in virtual teams with members at various staffing levels.

There are specific pre-requisite home internet requirements for this position. Common Ground will not cover the cost of home internet. ***A minimum internet speed of 45 Mbps (Megabits per second) download and 7 Mbps upload is required. In addition, home internet must have a latency (PING) of less than 100 MS.*** A hard-wired (coax or fiber cable) connection is recommended, but not required. Internet tests are a required part of the screening process for this position. An internet speed test result that meets or exceeds the minimum standards as outlined above is required before the employment start date.

All MiCAL Crisis Specialists must be permanent, year-round residents of Michigan.

**Other Requirements:**

Hours may vary from time to time—flexible schedule required; Adhere to established Quality Improvement indicators; All electronic and hard copy documentation must be complete, accurate and signed at the end of each shift; Focus on strengths and needs of the person/families served.

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Common Ground is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

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.

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.

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Employee Signature

Date