



JOB TITLE: MiCAL Crisis Specialist Frontline Strong
DEPARTMENT: Michigan Integrated Crisis & Access Line (MiCAL)
CLASSIFICATION: Non-Exempt

REVISED: 9/22

POSITION DESCRIPTION

SUMMARY:

The Michigan Integrated Crisis and Access Line (MiCAL) is a statewide initiative to provide Michiganders the ability to access behavioral health services while in crisis. Frontline Strong is a MiCAL service that offers peer support by phone, text message, and online chat to First Responders across the state of Michigan. This position requires individuals who have a connection to the First Responder system including retired first responders, active first responders, and family members of first responders. These specialists will report to MiCAL Shift Supervisors with additional support given by the Frontline Strong Administrator. Frontline Strong operates 24/7, 365 days per year.

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
- 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 including being logged into all necessary platforms at least 5 minutes before shift
- Provide additional coverage, as needed
- Perform other job-related duties as assigned
- Review and edit call reports for statistical purposes
- Participate in team meetings
- Work with diverse populations and accept differences in perspective and values
- Answer calls from the MiCAL Crisis Line as well as the Frontline Strong Line

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Determining appropriate level of risk
- Understand First Responders' needs
- 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, Teams, 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

REQUIRED EDUCATION AND EXPERIENCE:

- Current or previous First Responder experience (law enforcement officer, safety officer, paramedic, EMT, firefighter, etc.) preferred
- Experience in responding to the early stages of event for the protection and preservation of life, property, evidence, and the environment
- Experience with providing immediate support during prevention, response, and recovery operations
- High School Diploma or GED
- Minimum 1 year of experience in the mental health or substance use field and/or crisis work (i.e. working in mental health, as a paramedic, as a medical assistant, mental health, substance use, etc.) (preferred)
- Successful completion of 96 hours of *Crisis Intervention Training* upon hire
- Satisfactory completion of Applied Suicide Intervention Skills Training (ASIST) upon hire
- Training regarding First Responder cultural competencies will also be required upon hire

ESSENTIAL REQUIREMENTS:**Environmental Working Requirements:**

These 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 Frontline Strong 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.

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.

Employee Signature

Date