



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

REVISED: 8/19

POSITION DESCRIPTION

SUMMARY:

The Crisis Clinician is a part of the Crisis Assessment Team, which is comprised of Welcoming Specialists, Crisis Traffic Coordinators, Oakland Crisis Intervention Recovery Team (OCIRT) Clinician and Recovery Coach, and the Shift Supervisory. The Crisis Clinician role provides 24-hour on-site and mobile assessment that focus on meeting the needs of all populations in crisis, emphasizing alternatives to hospitalization and continued support. The Crisis Clinician is an at-will position that reports to the Shift Supervisor of the Crisis Assessment Team. Clinicians in this role work with individuals and families/caregivers who are experiencing behavioral health/ substance use crises in the hospitals, or on site as walk-ins or via police and/or ambulance using the emergency entrance.

ESSENTIAL JOB FUNCTIONS:

- Provide triages and assessments in hospitals and at the Resource & Crisis Center that include collateral contacts with Core Provider Agency and other people who know the individual well and who are involve in his/her life; crisis interventions and assessments are trauma informed and recovery-oriented
- Assess crisis and person/family's needs to determine service needed
- 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 the Core Provider Agency based on strengths, needs, abilities, and consideration of preferences, and provide individuals served with due process/second opinion, etc.
- Ensure that eligible individuals who are released or diverted from jail are successfully linked to the most appropriate level of care
- Act as an advocate for the needs and rights of every person/family including service providers and community agents
- Complete mobile emergency assessment and recommend level of care for private/public insurance contracted with Common Ground
- Make referrals and provide authorization for services
- 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
- Comply with attendance and punctuality policies, as well as all other Common Ground policies and procedures

RELATED JOB FUNCTIONS:

- Ensure all paperwork is complete and provide person/family with necessary copies of signed documents
- Utilize recovery principles while comforting people in crisis and provide hope, choice, empowerment in a recovery environment
- Develop understanding and management of wellness and triggers
- Educate and assist significant others and family members with the petitioning process
- Encourage persons and families we serve to be actively involved with planning and treatment
- Assist with linking adults/children with substance use issues to the appropriate substance abuse service
- 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



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REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE OF:

- Michigan Mental Health Code
- 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
- 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:

- Relate to a diverse population which includes a variety of age, economic and educational backgrounds
- 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
- Demonstrate expertise with all populations or engages supervisor and/or co-workers to utilize their expertise with a specific population

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 their employment
- 1+ year experience in treating or working with disabilities
- Valid driver's license and clean driving record
- Preferred Certification of one of the following:
 - 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 providing crisis intervention services
- Experience with broad range of age groups and disabilities, including children
- Experience with persons with co-occurring mental illness and substance use disorder
- Standard met for Mental Health Professional and Child Mental Health Professional

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.



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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; 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, 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
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