



JOB TITLE: Crisis Interventionist II
DEPARTMENT: Genesee Crisis Intervention and Recovery Team (GCIRT)
CLASSIFICATION: Non-exempt

REVISED: 9/2022

POSITION DESCRIPTION

SUMMARY:

The Crisis Interventionist II (CI II) is an at-will position that will report to the Genesee Crisis Intervention and Recovery Team Program Manager. The CI II will provide crisis intervention and support to individuals/families who are experiencing a mental health, substance abuse, and/or family crisis. This position will work closely with crisis safety-net providers, CMH/provider network, area emergency departments, and the access system. The CI II will assist people/families in accessing community or CMH resources and services. This position will promote and participate in activities that enhance recovery and family resiliency.

ESSENTIAL JOB FUNCTIONS:

- Briefly assess crisis situation and person/family's needs
- Actively engage person/family experiencing a crisis in order to avoid negative outcomes
- Provide support and assist people/families in building trust and rapport
- Utilize recovery principles while comforting people in crisis: Hope, Choice, Empowerment, Recovery environment, Meaning and Purpose
- Develop understanding and management of wellness and triggers
- Provide active crisis intervention that is welcoming, trauma-informed, brief, and solution-focused to adults/children presenting with emergent or urgent need
- Join with person/family to create a comprehensive crisis plan and safety plan following Person/Family Center Planning principles that utilize the individual's strengths, natural supports, and community resources, and that supports crisis mitigation in the least restrictive environment
- Arrange or provide transportation to a safe place as needed
- Educate and assist significant others and family members with the petitioning process
- Encourage consumers to be actively involved with planning and treatment
- Explore and link person/family with natural and community supports
- Provide referrals, arrange for psychiatric evaluations, facilitate authorization for hospitalization if unable to successfully divert, and inter- and intra-agency services
- Facilitate a respite plan for individuals who are homeless or who do not feel safe in their home environment
- Facilitate transition to appropriate aftercare services and assist with implementation of individual recovery plans and coordination of natural supports
- Collaborate with other providers, the criminal justice system, including CMH, Mental Health Court, and Adult Drug Court staff to 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 with service providers and community agents
- Comply with federal, state, county, and agency regulations governing Targeted Case Management and the delivery of specialty services and supports
- Provide first aid and emergency procedures as needed
- Submit all electronic or hard copy documents are complete, accurate, and signed prior to end of shift
- Complete Service Activity Logs in accordance with departmental standards
- Adhere to established Quality Improvement Indicators
- Comply with attendance and punctuality policies, as well as all other Common Ground policies and procedures

RELATED JOB FUNCTIONS:

- Assist people with gaining crisis based coping skills and recovery tools



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RELATED JOB FUNCTIONS: (cont.)

- Assist with fulfilling basic needs such as food, clothing, arrange for shelter, etc. as needed
- Assist with linking adults/children with substance use issues to the appropriate substance abuse service
- Promote a team environment
- Participate in training and orientation of new staff and interns
- Perform other job-related duties as assigned

SUPERVISION: None

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

KNOWLEDGE OF:

- Basic intervention skills
- Behavior management and de-escalation techniques
- Program goals and objectives
- Trauma informed principles

SKILL TO:

- Type, enter data and file efficiently
- Operate office equipment
- 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
- Work independently and apply critical thinking/decision making skills
- Work with a multi-disciplinary team successfully
- Manage volatile situations in a safe, calm, and caring manner

REQUIRED EDUCATION AND EXPERIENCE:

- Master's degree or bachelor's degree in Human Service field
 - 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
- Professional licensure in the State of Michigan
- Minimum of one (1) year experience in treating or working with disabilities
- Valid driver's license and clean driving record
- Certification in/or willing to obtain a development plan with MCBAP for the following (within 30 days of hire):
 - CADC Certified Addiction Counselor
- 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



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REQUIRED EDUCATION AND EXPERIENCE: (cont.)

- Standard met for Child Mental Health Professional

ESSENTIAL REQUIREMENTS:

Physical Requirements:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Environmental Working Requirements:

Work is done in an office environment with exposure to computer screens. 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.

Other Requirements:

The ability to work various shifts and hours, local travel may be required.

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