

## New Position

### Mental Health Association in Orange County, Inc.



#### CRISIS CALL CENTER COUNSELOR JOB POSTING

- I. Title:** Crisis Call Center Counselor
- II. Reports to:** Crisis Call Center Program Manager

**III. Job Objectives:**

Under the direction of the Crisis Call Center Program Manager, Crisis Call Center Counselor will answer all crisis center calls, texts and/or chats during their assigned shifts.

This is an ideal position for individuals who are interested in helping others and making a contribution to their community. A Counselor provides crisis intervention, practical assistance, suicide prevention, information and referral, brief supportive counseling, and follow up services to individuals who contact the Orange County Crisis Call Center. Counselor will interact with callers by telephone, SMS text messaging, and/or web chat. The position provides an opportunity to gain a wide range of clinical skills, and knowledge of the expanding field of behavioral health.

Perform duties while actively promoting an environment consistent with MHA's Cultural Equity Policy and WELCOME Orange.

**IV. Qualifications:**

- Bachelor's Degree in any of the following: social work, mental health, counseling, sociology or psychology
- **OR**
- A credentialed Alcoholism and Substance Abuse Counselor (CASAC)
- Bilingual - Spanish/English preferred.
- Courteous, empathic, and professional manner.
- Ability to work efficiently in a team setting, with collaborative partners in a high-paced environment.
- Working knowledge of Motivational Interviewing and Strength-Based approaches.
- Knowledge of human service resources, that include, but are not limited to: mental health, substance use, physical disabilities, physical health and developmental disability resources in Orange County, New York.

- Experience with the practice of completing assessments, crisis management and interventions.
- Effective written and oral communication skills.
- Ability to maintain professional demeanor when handling crisis and ventilation contacts.
- Ability to exercise sound judgment under crisis situations and to abide by regulations regarding confidentiality.
- Efficiency with information-gathering, problem solving, and conflict-resolution.
- Ability to adapt and be flexible to changes in protocol and program needs.
- Proficiency in Excel and Microsoft Word required.
- Experience with Electronic Health Record Program(s) required (preferably Foothold Technology).
- Valid Driver's License and ability to drive with current driving record acceptable for agency insurance coverage.
- Must be clear and maintain an acceptable record under the Office of Mental Health (OMH) mandated criminal background check process.

**V. Responsibilities:**

- Answer crisis calls while maintaining clinical service levels.
- Provide evidence-informed information and referral, brief supportive counseling, crisis intervention and suicide prevention support to callers and/or chat/text visitors who are in emotional distress.
- Utilize resource referral database to provide information and referral assistance to callers seeking, but not limited to: mental health services, substance use services, sexual assault, veteran services, domestic violence, physical disabilities, physical health and/or developmental disabilities.
- Advocate for relevant resources, as well as locating and updating the Crisis Call Center resource directories.
- Provide follow-up to high-risk callers reporting suicidal and/or homicidal thoughts, substance use and behaviors.
- Respond to Text 4 Teen texter(s) during shift.
- Respond to caller
- Adhere to policies and procedures for the program.
- Accurately and efficiently document crisis center calls.
- Ensures HIPAA laws and MHA confidentiality policies are followed.

**VI. Other Duties:**

- Duties outlined above are intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time.
- Duties are subject to change based upon the final design/model of the Orange County Crisis Call Center.

**VII. Terms of employment/benefits:**

- Non-Exempt.
- Locations: Emergency Service Center in Goshen (22 Wells Farm Road, Goshen, NY) and Mental Health Association in Orange County, Inc. in Middletown (73 James P. Kelly Way, Middletown, NY)
- Shifts available are as follows:
  - 8:00 a.m.-4:00 p.m.
  - 4:00 p.m. to 12:00 a.m.
  - 12:00 a.m. to 8:00 a.m.
- Hiring for above varied shifts that include week day, evening and weekend hours. Position classifications include per diem, part-time and full-time
- Paid holidays, vacation, personal and sick leave for part-time and full-time staff according to MHA policy.
- 40 hours of mandatory introductory Crisis Call Center training required.

**Please send letter of intent and resume to:  
Kelly Czvik  
Mental Health Association in Orange County, Inc.  
73 James P. Kelly Way  
Middletown, NY 10940  
or fax to (845) 343-9665  
or email to [kczvik@mhaorangeny.com](mailto:kczvik@mhaorangeny.com)**