

Mental Health Association in Orange County, Inc.



NEW POSITIONS GRANT FUNDED

PROJECT HOPE CRISIS COUNSELOR– TEMPORARY/REMOTE JOB POSTING

I. Title: Project Hope Crisis Counselor – Full-Time/Part-Time - Remote

II. Reports to: Project Hope Program Manager

III. Job Objectives:

Under the direction of the Project Coordinator, Project Hope Crisis Counselor answers all COVID-19 crisis calls during their assigned shifts.

Project Hope is a FEMA (Federal Emergency Management Agency) grant funded Crisis Counseling Program (CCP) designed to provide emotional support and assistance to individuals adversely affected by the COVID-19 pandemic. This is an ideal position for individuals who are interested in helping others who have been impacted by COVID-19 and making a contribution to their community. A Counselor provides crisis intervention, practical assistance, suicide prevention, information and referral, and brief supportive counseling. Counselor will interact with callers by telephone.

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.
- 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.
- Valid Driver's License and ability to drive with current driving record acceptable for agency insurance coverage.
- Valid copies of personal auto-insurance, car inspection and registration required.
- Must be clear and maintain an acceptable record under the Office of Mental Health (OMH) mandated criminal background check process.

V. Responsibilities:

- Answer COVID-19 crisis calls remotely while maintaining clinical service levels.
- Work with individuals, families, and groups to provide emotional support, crisis counseling, psychoeducation, and referrals when needed.
- May require community outreach.
- 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.
- May use the mobile application to complete data forms.
- Adhere to policies and procedures for the program.
- Accurately and efficiently document Project Hope 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. More importantly, duties are subject to change based upon the final design/model of Project Hope.

VII. Terms of employment/benefits:

- Full time, Non-exempt, Temporary.
- Locations: Remote and Mental Health Association in Orange County, Inc. in Middletown (73 James P. Kelly Way, Middletown, NY).
- Temporary position with funding through 6/16/2021 (subject to change).
- Shifts as follows: Monday-Sunday 9:00am-9:00pm (subject to change to meet the needs of the project).
- Mandatory Project Hope training is required.
- Not eligible to apply for internal MHA positions until timeline of contract is completed.

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