

EMERGENCY SERVICES COUNSELOR/SOCIAL WORKER

GENERAL DUTIES:

Provides crisis intervention, diagnostic assessment, and pre-hospital screening services to individuals who contact the Counseling Center for emergency assistance.

SPECIFIC DUTIES:

1. Provides crisis intervention services, including on-site services, to individuals in acute distress upon self-referral or referral of medical, law enforcement, or social service personnel; and including follow-up contacts as necessary to stabilize the situation and direct the patient to needed services.
2. Completes pre-hospital screening assessments on referred individuals: assesses patient to determine the need for inpatient care, either voluntary or involuntary, and the existence of patient resources to pay for such care; recommends and arranges hospital admission for patients in need of restrictive care, and prepares materials for involuntary hospitalization when the involvement of probate court is required.
3. Completes diagnostic assessments on individuals who approach the Center with emergent needs including: reviewing current symptoms, collecting relevant background information, assessing patient needs and strengths, assessing current mental status, formulating a diagnostic impression, and determining appropriate treatment.
4. Provides short-term crisis stabilization to patients who are judged as unlikely to need ongoing assistance.
5. Provides or arranges for appropriate follow-up care for persons hospitalized in private inpatient psychiatric treatment facilities or persons who receive crisis intervention and are not already engaged in other mental health services.
6. Links patients to needed organizational and community based services and advocates for services on their behalf.
7. Consults with other community organizations and professionals about patient related issues and establishes and maintains positive relationships with other community caregivers and/or referral sources with special attention to hospital emergency room personnel.
8. Provides one evening and one overnight shift per week of on-call coverage as part of the regular work schedule and rotates on-call crisis service coverage during weekends and any other uncovered time with other program staff.
9. Provides back-up to clinical staff of other programs whose patients may

experience a psychiatric crisis at times when the primary clinician is unavailable or who may request specialized crisis assistance.

10. Acts as a resource to patients placed on the waiting list for other Counseling Center services, providing support and crisis management as required.
11. Provides community education or consultation, on an occasional basis, to other caregivers or community groups.
12. Keeps the Director of Emergency Services informed of situations involving the potential for serious risk of harm to self or others.
13. Completes necessary documentation of services provided, in accordance with agency Quality Assurance standards and within the required time frames.
14. Maintains professional licensure and keeps up to date with required organizational trainings.
15. Attends and participates in staff meetings, unit meetings and supervisory sessions, as required, and in other agency committees, quality improvement teams and task forces, as assigned.
16. Abides by the corporate policies and procedures, with special attention to the Policy on Patient Rights, the Confidentiality Policy, the Counseling Center's Code of Ethics and the Code of Ethics of his/her particular profession.
17. Completes other duties, as assigned, or as required for effective and efficient operation.

SUPERVISORY RESPONSIBILITIES:

1. Independently licensed individuals may provide clinical training supervision to other staff, as assigned.

WORKING CONDITIONS:

1. Position requires a significant amount of on-site, community-based service provided in jails, hospitals, or other community sites.
2. Position requires a regular schedule including one evening and one overnight shift, per week, plus providing on-call assistance on weekend hours and other uncovered time on a rotating basis, as assigned.
3. Position requires residence in the Wayne-Holmes area or a willingness to make oneself available in the two-county area during assigned overnight or on-call times.

4. Position requires frequent contact with distraught individuals, resistant individuals, psychotic individual and persons with the potential for self-injurious or acting out behavior.
5. Position requires business-related driving using either agency vehicles or the employee's own vehicle.

CLINICAL SUPERVISOR: Director of Emergency Services

ADMINISTRATIVE SUPERVISOR: Director of Emergency Services

POSITION TYPE: Exempt

POSITION CLASSIFICATION: Emergency Services Counselor/Social Worker

WORKER CREDENTIALS/CHARACTERISTICS:

1. Licensed as a LSW, LISW, LPC, or LPCC
2. Master's degree in a relevant mental health area or documented prior supervised experience in assessment and crisis intervention
3. Knowledge of DSM and/or ICD diagnostic categories and criteria
4. Knowledge of crisis intervention theory and practice, the ability to intervene successfully with a variety of patient populations, and to consult effectively with a variety of professional referral sources
5. Ability to relate effectively, and quickly, to individuals from varied backgrounds, including emotionally disturbed and agitated individuals
6. Ability to remain calm in difficult circumstances and to encourage calmness in others
7. Ability to assess alternatives and make quick judgments
8. Ability to communicate effectively in written and oral form
9. Ability to deal appropriately with sensitive issues
10. A commitment to quality care including timely and accurate documentation
11. Capacity for self-motivation and the ability to work independently, handle job-related stress and manage time and effort in a way to assure the production of expected amounts of billable service

12. A valid driver's license, a satisfactory driving record, and evidence of personal automobile insurance and of insurability by the agency's liability insurance carrier

KEY PERFORMANCE INDICATORS:

1. Successful achievement of expected production of billable clinical services
2. Satisfactory, or better, scores on the annual performance evaluation
3. Timely and accurate completion of service charting and other required documentation
4. Compliance with Quality Assurance criteria and standards
5. Evidence of sincere effort to provide good customer service

(8/91, 6/92)

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(6/18)