

Crisis Case Manager II – Crisis Intervention & Emergency

- ~~This position is a full-time position working 37.5 hours/per week.~~

Alternate Crisis Case Manager II

- This position will work variable On-Call and Shift Coverage

OVERALL OBJECTIVE OF JOB

This position is responsible for providing crisis intervention services to individuals of all ages and families residing in Mercer and/or Crawford Counties. The primary objectives of the position include assisting individuals in managing and alleviating stressors and crisis situations to enable the individual to remain in the community and/or, to sustain the integrity of the family system, through the delivery of crisis intervention services and supports including stress management, coping skills, anger management, conflict resolution and mediation, and safety planning. Crisis intervention services are provided over the telephone or on a face-to-face level at the office setting or in the consumer's home/community. Overall objectives include reducing the need for more intensive or restrictive levels of care including inpatient treatment, reducing the risk of increased psychiatric symptoms and illness progression, improving the consumer's ability to maintain independence in the community, promoting the consumer's mental health recovery and overall wellness, reducing health and safety risks to the consumer and others, and providing an interim level of service and intervention necessary to support the consumer until other formal services and treatment can be established.

ESSENTIAL FUNCTIONS OF JOB

- Position will receive and successfully complete Basic and Advanced Crisis Intervention training as directed by their immediate supervisor and BHC management.
- Position will deliver direct crisis intervention services and supports to consumers and families in Mercer and/or Crawford Counties through phone and face-to-face contacts.
- Position will complete crisis screenings and evaluations.
- Position will create and implement crisis intervention management plans.
- Position will be knowledgeable of the local Human Service system and will actively coordinate services with, and link consumers and families to, various services and supports available within the MH/ID, D&A, CYS, Aging, Juvenile Justice, and Criminal Justice systems.
- Position will assist consumers and families in managing crisis, stress, conflict, and potential health and safety risks through the direct delivery of crisis intervention services and support.

- Position will provide follow-up and ongoing support as determined clinically appropriate and needed until consumers and families are established with ongoing formal services and informal supports necessary for them to maintain stability and eliminate the need for crisis services.
- Position will seek and receive medical and psychiatric consultation as determined as clinically needed during the delivery of crisis intervention services.
- Position will be knowledge of various crisis intervention strategies and techniques to assist consumers and families in crisis.
- Position will create and implement safety plans as necessary to promote the health and safety of consumers, families, and others.
- Position will be knowledgeable of the Mental Health Procedures Act and will function as an appointed delegate of the Mercer County MH/ID Administrator when necessary. Not applicable to Crawford County.
- Position will also be knowledgeable of Child and Elderly Protective Service Law and actively coordinate the delivery of crisis services with the local Children and Youth and Area Agency on Aging agencies.
- Position will be responsible to perform and/or coordinate intakes, assessments and evaluations for consumers. This includes assessing problems/needs and obtaining background information in order to refer consumers for appropriate treatment within the service delivery system.
- Position will ensure that consumers are informed of organizational grievance and appeal procedures, as well as, the consumer's right of choice of provider.
- Position will be knowledgeable of funding resources and billing procedures within the organization and provider network.
- Position will participate in the on-call crisis intervention schedule as permitted by their regular work schedule.
- Position will serve as a referral agent and information resource for the organization and community.
- Position will be responsible to assure timely and accurate reporting, records, and program compliance related to service delivery including client files, applicable reporting software, and any other reports and/or records.
- Position will work cooperatively with all public and private agencies including, but not limited to, local law enforcement entities, local Emergency Care Centers, Mercer and/or Crawford County behavioral health providers, state institutions and agencies, residential programs, educational providers, community resources, and natural supports.

OTHER DUTIES OF THE JOB

- Position will attend crisis intervention team meetings, coordination and service planning meetings, as well as, trainings, staff meetings and supervision activities, as required.
- This position encounters confidential information regarding consumers and must maintain strict confidentiality as defined by state and federal regulations and agency policy.

- Position will require participation and active involvement in departmental functions to support organizational philosophies and mission.
- Position will participate in Quality Assurance activities relative to the crisis intervention program as required to ensure program compliance and quality of service delivery. This includes participation in the development, implementation, monitoring, and summary of annual program outcome goals associated with the County contract and MCO.
- Performs other job-related duties and support services as required.

WORKING CONDITIONS

- Work indoors in limited workspace with adequate lighting, temperature, and ventilation.
- Works with average indoor exposure to noise, stress, and disruptions.
- Normal indoor exposure to dust/dirt.
- Works in conditions of potential outbursts or disruptive behavior of clients.
- Travels regularly throughout Mercer County for delivery of mobile crisis services and must have reliable transportation to facilitate such transportation during work hours.
- Travels occasionally outside of Mercer County for participation in trainings, conferences, etc.
- Will work a non-traditional schedule and must be willing and available to work afternoon and weekend shifts. Position must also be available to work holidays if scheduled shifts occur during a traditional holiday.
- During weekday day work shifts during regular office hours, will work out of the MCBHC Central Intake Unit or Crawford County Human Services.
- During weekday afternoon shifts, and weekend/holiday day and afternoon shifts, will work out of the Mercer or Crawford County 911/Emergency Management Center.

PHYSICAL AND MENTAL CONDITIONS

- Must possess ability to record, convey and present information, explain procedures and follow instructions.
- Must be able to sit for long periods throughout the workday, with intermittent periods of standing, walking, bending, twisting, reaching and driving as necessary to carry out essential job duties.
- Dexterity requirements range from simple to coordinated movements of fingers/hands; feet/legs; torso as necessary to carry out duties of job.
- Must be able to lift and/or carry items such as, laptop in case, personal briefcase, work related supplies and miscellaneous objects with a maximum weight of thirty (30) pounds.
- Must apply safe lifting and carrying practices. If an item weighs more than maximum weight limit, employee must make more than one trip to carry all necessary items to their vehicle and/or to or from designated worksites.
- Occasional exerting and/or lifting of up to 50 pounds may be required for the maneuvering of equipment or supplies to and from designated worksites.

- Must be able to cope with the physical and mental stress of the position.
- Must be able to physically and mentally react quickly in the event of a disturbance or physical outbreak.
- Must be able to pay close attention to details and concentrate on work.
- Must be able to mentally react quickly to consumers' needs and/or requests as necessary as it applies to your position.

This is a full-time position that will work non-traditional work hours. Must be able to work all shifts including weekends and holidays.

Qualified candidate must have a bachelor's degree in a behavioral health or other human service related field with a minimum of one-year experience. PA Child Abuse, PA Criminal Record and Federal FBI clearances will be required. Competitive salary with excellent fringe benefits provided, commensurate with experience and education of the candidate.

Interested candidates may download employment application, pick up or call for an application by contacting the Mercer County BHC office at 724-662-1550.

ATTN: Karen Myers, HR
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Affirmative Action/Equal Opportunity Employer