

DEPARTMENT: MENTAL HEALTH
CLASSIFICATION: COMPETITIVE
APPROVED: AUGUST 6, 2021

CRISIS SERVICES PHONE AIDE

DISTINGUISHING FEATURES OF THE CLASS: Performs a wide variety of tasks in a county-wide Crisis Services Call Center. Employees in this class provide service through a 24-hour county-wide Crisis Services Call Center providing needs assessment and referrals on the telephone for a wide range of callers by utilization of the Crisis Intervention Model and suicide assessment procedures. Callers may include, but not be limited to persons with situational, personal, family disturbances, drug or alcohol problems, etc. Performs related duties as required.

TYPICAL WORK ACTIVITIES:

1. Answers all calls on the crisis phone lines, often managing two (2) or more calls simultaneously which requires that calls be quickly assessed and triaged;
2. Refers individuals to community services appropriate to their needs such as psychiatric, medical, legal, etc;
3. Records and maintains all necessary statistical data in the phone logs, mobile crisis logs, etc;
4. Enters caller data into the computer, documents phone call and performs minor filing;
5. Gathers relevant information to maintain crisis intervention records and to ensure confidentiality in accordance with the Mental Hygiene Law;
6. Assists Crisis Services volunteers by providing information and suggestions as needed and reports all concerns to the Supervising Social Worker or Director of Community Services Mental Health designee;
7. Under the direction of the Director of Community Services Mental Health designee on call, assists with the coordination of Mobile Crisis Response Team. During phone crisis emergencies, gathers appropriate initial case information and relays such to the Supervising Social Worker or designee so a decision can be made regarding intervention; carries out the directions of the designee, such as arranging for an ambulance, police, and/or phoning to initiate Mobile Crisis Response Team; and conducts phone follow-up;
8. Retrieves caller information from the database to relay to the Supervising Social Worker or designee.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of crisis services hotline policies and procedures; good knowledge of the service delivery of both public and private systems available to provide assistance to the various types of calls; good listening and interpersonal skills; ability to follow verbal and written directions; ability to prepare simple reports and required forms; ability to demonstrate empathy with regard to callers' problems and needs; sincerity; good judgment; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma **AND** one of the following:

1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in a Human Services or Social Sciences field; **OR**
2. Completion of at least thirty (30) credit hours in a Human Services or Social Sciences field from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees; **OR**
3. Two (2) years of experience in a paid or active volunteer emergency services position (i.e. 911 service, medical or psychiatric emergency or inpatient unit, or crisis telephone program;) **OR**
4. Two (2) years of employment in a mental health or human services setting performing direct services to individuals (i.e. case/care manager, youth or crisis counselor, nursing assistant, direct service professional, peer specialist;) **OR**
5. An equivalent combination of education, training, and experience.

NOTE: Verifiable volunteer and/or part-time experience will be pro-rated.