

## **CRISIS INTERVENTION COUNSELOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This position exists in the County Mental Health Department and involves responsibility to provide primary evaluation and screening of persons identified to be in acute psychiatric or emotional distress and other related difficulties associated with their mental disability. The work requires performance of assessments to evaluate the patient in terms of social, emotional and psychiatric stability to formulate and implement appropriate interventions. These interventions may include agency referrals or activation and subsequent face-to-face contact with family members and other individuals. The incumbent functions as a member of a community evaluation team providing emergency out patient service under the direction of a Psychiatric Social Worker II who acts as team leader. The work is performed under direct supervision of the Coordinator of the Community Evaluation Team (CET) and the Commissioner/Deputy Commissioner of the Department, with leeway permitted to deal with the emergency situation concerned. Supervision over the work of others is not a responsibility of employees in this class. The incumbent does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Provides crisis intervention counseling to patients and their family members to provide immediate assistance with emotional, social or psychiatric problems prior to referral to a mental health agency or hospital for follow-up care;

Serves as a team member in a Crisis Intervention Unit to facilitate referrals for mental health services;

Reviews daily documental client contacts and performs necessary follow-up services, as required by the team leader or shift supervisor;

Visits patient's homes, emergency room of local hospitals and provides assistance to law enforcement agencies concerning case follow-up;

Participates in the intake screening of patients with acute emotional support while making evaluations and securing pertinent information necessary to provide appropriate immediate intervention;

Originates and maintains an accurate record of client/agency contacts according to established procedure;

Refers patients to other governmental agencies as necessary;

Attends Crisis Intervention Team organizational and policy meetings.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of the practices and procedures of crisis intervention models, techniques and counseling; good knowledge of mental health patient and suicide assessment skills and inter-viewing techniques; good knowledge of the practices and procedures of counseling and social work and of the factors affecting mental health and disability; ability to interpret State and local laws affecting mental health programs; working knowledge of the State Mental Hygiene Law concerning voluntary/involuntary admissions for psychiatric hospitalization; ability to recognize suicidal patients symptoms; ability to prepare records and reports.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Possession of a Master's Degree in counseling, social work, psychology or related social science field, **AND** three (3) years of client contact (ie: intake, etc.) or counseling experience in a \*clinical social work setting; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in counseling or a closely related field, **AND** four (4) years of experience as described in (A) above; **OR**
- (C) An equivalent combination of training and experience, as defined by the limits of (A) and (B) above.

**NOTE:** \*Clinical Social Work Setting is defined as any facility/agency in which individual, family and group treatment is provided directly to clients who are experiencing emotional difficulties, abusing substances (drugs and/or alcohol) or are mentally retarded/develop-mentally disabled, under supervision of an approved clinical professional (Certified Social Worker, Psychiatrist or licensed Psychologist).

**SPECIAL REQUIREMENT:** Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.