



## Job Description

**Job Title:** Crisis Response Therapist

**Position Supervisor:** Crisis Response Program Director

**Pay Grade:** Full-time, exempt (salary), includes benefits

**Job Summary:** Provide crisis response, therapy/counseling/education services (mental health & substance issues) for individual seeking assistance, assist community resources in addressing individuals experiencing behavioral health crises, screen and assess individuals who walk-in, participate in the clinical process connected to the outpatient system of care.

### Essential Functions:

1. Regularly attend scheduled shifts. **No more than 8 unplanned absences per year (KPI)**
2. Answer the Crisis Response Hotline when on duty and scheduled to do so. Assist LPD, Nebraska Family Helpline, and Bryan ED with mental health investigations and other field response at locations outside of the facility
3. Follow-up with callers to the CenterPointe Crisis Response Line
4. Conduct initial assessments and ongoing reviews of individuals' progress. Provide direction to additional support and resources
5. Respond to internal and external individuals in crisis and make appropriate interventions
6. Provide on-call crisis intervention, including nighttime hours, weekends and holidays as scheduled
7. Act as liaison and consult with community agencies and families to maintain coordination in the treatment process
8. Conduct comprehensive assessment of psychiatric history, mental status, and diagnosis; use of drugs or alcohol; education and employment; social development and functioning; activities of daily living (i.e. self-care, living situation, nutrition, money management); and family structure and relationships
9. Complete, process and maintain all required paperwork in a timely manner, including but not limited to Medicaid authorizations, contact notes, assessments, discharge planning, assignments, other clinical records and reports required. **Call volume report due monthly (KPI). Crisis calls to be documented within 24 hours of call**
10. Facilitate groups, staff meetings and treatment team as needed, required or requested
11. Participate in E Street team meetings, including interdisciplinary team meetings

### Other Job Functions/expectations:

1. Participate as a team member. **Work cooperatively with others (KPI)**
2. **Demonstrate positive attitude toward clients, staff and agency (KPI)**
3. Complete all assigned tasks in a timely manner
4. Maintain required caseload and/or other service goals
5. **Maintain Compliance with agency trainings/certifications (CPR, NCI, NEO) (KPI)**
6. **Maintain timely completion and compliance with Relias Learning coursework (KPI)**
7. **Attend at least 8 All Staff Meetings annually (KPI)**
8. **Maintain compliance with licensure by acquiring appropriate CEUs (KPI)**
9. Participate in assigned committee(s); regularly attend committee meetings



**Required Skills:**

1. Effective listening. **Excellent written and verbal communication KPI)**
2. Promptness and flexibility

**Educational/Experience Requirements:**

1. Master's degree in Social Work
2. Experience responding to crisis situations
3. Experience working with persons from diverse backgrounds
4. Experience in providing therapy/counseling for persons with SPMI and substance use disorder diagnoses

**Licensing or other requirements:**

1. Valid driver's license and clean DMV record
2. Must be at least 21 years of age
3. LMHP/LIMHP (provisional license acceptable)
4. LADC (provisional license acceptable)

**Demonstrated Competencies:**

1. Adaptability: Adapts to change, open to new ideas and responsibilities
2. Communications: Communicates well (written and verbal), delivers presentations, has good listening skills
3. Dependability: Meets deadlines, works independently, accountable, maintains focus, punctual, good attendance record
4. Ethics: Honest, accountable, maintains confidentiality
5. Sense of Urgency: Meets deadlines, establishes appropriate priority, gets the job done in a timely manner
6. Interpersonal Skills: Builds strong relationships, is flexible/adaptable, works well with others, solicits feedback
7. Teamwork: Accountable to team, works to meet established deliverables, appreciates view of team members, respectful

**\* CenterPointe reserves the right to modify, interpret, or apply this job description in any way the agency desires. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position. This job description is NOT an employment contract, implied or otherwise. The employment relationship remains "AT-WILL." The aforementioned job requirements are subject to change to reasonably accommodate qualified disabled individuals\***