



POSITION EXPECTATIONS

TITLE: OFF-HOURS CRISIS WORKER

Our mission is to provide community-centered mental health services that empower individuals and families to build resilience and lead lives filled with meaning, connection, and hope.

Job Purpose: This role involves stabilizing individuals in crisis, providing support through phone and in-person interactions, and enhancing access to community resources. The Off-Hours Crisis Worker will respond to crisis interventions, conduct assessments, and develop safety plans while promoting a positive community image. This position is part of our Crisis Team and operates outside of normal business hours, including evenings and weekends.

Essential Job Functions & Responsibilities:

Stabilizes individuals in the community experiencing a crisis by:

- Responding within five minutes of the page, arriving to the scene within one hour to requests for crisis intervention by the local police departments, community agencies, schools, and community residents & their family members.
- Assessing, stabilizing, and establishing resolution of the immediate crisis, and developing a plan for client safety & well-being by choosing the least restrictive environment that promotes continued stability for the client.
- Advocating for the crisis client by facilitating referrals to hospitals or other treatment facilities and coordinating a smooth and orderly linkage to the appropriate community resources such as shelters, respite, substance abuse treatment centers, etc.
- Creating a positive image in the community by handling crisis situations in a calm, orderly, and knowledgeable manner that is consistent with position procedures & policies and reflects the agency's high standard of professionalism.

Promotes accessibility of services by:

- Responding to inquiries with a welcoming attitude and in a knowledgeable manner.
- Eliciting appropriate client information to complete the risk assessment and determine treatment needs accordingly and promote access to appropriate services; such information may include client demographics, presenting issues & risk factors, health insurance or other funding information, etc.

Accountability:

- Will be directly accountable to the Clinical Program Manager-Crisis and Access Services.
- Will adhere to the Agency's policies and procedures.
- Will comply with all licensing standards applicable to position and responsibilities
- Will adhere to submitting crisis call documentation within 48 hours of the call

Qualifications:

- Master's degree in Counseling or Social Work; LPC/LSW eligible and actively pursuing licensure.
- Qualified Mental Health Professional (QMHP) designation required.
- Demonstrated knowledge, skills, and abilities in mental health crisis intervention, including phone and community-based response.
- Experience with and passion for mental health crisis response services.
- Training in Verbal Intervention techniques required.
- Proficient in clinical documentation, with the ability to meet tight deadlines and work independently on documentation tasks.
- Familiarity with IM+CANS (IMCAT) assessments and completion of petitions.
- Demonstrated ability to engage clients effectively.
- Treatment skills in mental health assessment, treatment planning, and provision of individual, family, and group counseling for youth and adults.
- Ability to collaborate effectively with agency staff and community partners.
- Working familiarity with Microsoft Office applications (Word, Excel).
- Reliable personal vehicle required.
- Possession and maintenance of a valid driver's license and current vehicle insurance.
- Must reside within 30 minutes driving distance of the assigned work location (regardless of traffic conditions).

Schedule Requirements:

- Regular schedule: Tuesday, Wednesday, Thursday from 7:30 PM to 8:00 AM.
- Additional availability required for coverage as needed:
 - Monday: 7:30 PM – 8:00 AM
 - Friday: 4:30 PM – 8:00 AM
 - Weekends (Saturday/Sunday): availability for 24-hour coverage

Physical Demands:

- While performing the duties of the job, the employee is regularly required to talk and listen
- The employee is frequently required to use hands to key, handle or feel and reach with hands and arms
- The employee is regularly required to sit or stand for prolonged periods of time
- The employee must occasionally lift and/or move up to 10 pounds.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The position description should not be construed to imply that these are the only duties, responsibilities, and qualifications for the position. Incumbents may be required to follow any additional related instructions, acquire related job skills and perform other related work as required.
- The employee may be required to work evenings and weekends.

Culture, Values, and Philosophy:

Thrive employees are expected to uphold the organization’s values of Compassion, Diversity, Equity, & Inclusion, Collaboration, Accessibility, and Innovation. Thrive employs a person-centered model of care and respects the people we serve as the authority on themselves and their needs. Thrive is only successful when it is fully integrated into the community and expects our employees to participate in a larger system of partners and resources. We meet our clients’ needs on a continuum of care based on Maslow’s hierarchy and make our best effort to support them at every level.

Thrive fosters continued professional development and believes in the importance of employees maintaining their own personal well-being. Our team is committed to nurturing a work environment where all feel supported and valued. We honor this commitment by approaching each other with compassion, embracing humility, counseling rather than canceling, appreciating authenticity, assuming responsibility, and recognizing when it is time to speak up or step back.

ACCEPTED: _____

Date: _____