



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: Crisis Center Specialist

LOCATION: Human Services – Behavioral Health Services

HIRING RANGE: \$20.61 - \$22.90/Hr.

STATUS: Full Time

HOURS PER WEEK: 40

WORK HOURS: Week 1: 11 pm – 7 am Friday – Sunday, Tuesday, Wednesday
Week 2: 11 pm – 7 am Thursday, Sunday – Wednesday

APPLICATION DEADLINE: January 22, 2025

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Internal Department Transfer Form](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

WINNEBAGO COUNTY POSITION DESCRIPTION May 2023

POSITION TITLE: Crisis Center Specialist

DEPARTMENT: Human Services – Behavioral Health Services

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Provides direct services to the residents of the Crisis Center as directed by the Crisis Center Supervisor or other professional staff. Serves as a phone counselor and information and referral specialist for the Crisis Intervention/Hotline service.

ESSENTIAL FUNCTIONS:

1. Monitors mental health and physical health symptoms and changes. Report any changes to Crisis Center Case Managers, Supervisors, and Providers. Monitor withdrawal symptoms if necessary. Assist with medication management, which includes creating MARs and reporting any discrepancies.
2. Operates Crisis Intervention/Helpline service, answers calls and provides assistance to callers experiencing various levels of crisis, from imminent suicide to routine requests for information.
3. Observes and records behavior of the residents including progress on goals identified in their individual plans. Follows observation instructions for suicide precautions. Interacts with residents to assist with mental health stabilization.

ADDITIONAL ESSENTIAL DUTIES:

1. Assists the Resident Counselor or Resident Program Counselor in facilitating group meetings and assists in the provision of educational sessions.
2. Assists residents in constructive use of leisure time.
3. Performs duties related to the overall maintenance of the facility, including housekeeping, meal planning, grocery shopping, meal preparation, etc. as assigned.
4. Transports residents when necessary.
5. May provide crisis assessments if qualified and trained.
6. Attends staff meetings, in-service training, etc. as needed.
7. Addresses and resolves conflict and manages stress in a professional manner, including actively engaging in professional and personal activities which help mitigate the impact of secondary traumatic stress.
8. Knowledge and/or interest in Trauma Informed Care principles and practices, and a strong commitment to fostering a positive, healthy work culture.
9. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Crisis Center Supervisor.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. A high school education with some post high school training or experience (paid or volunteer) in the mental health or alcohol or other drug abuse field. Preference given to individuals who have a Bachelor's degree or higher from an accredited institution of higher learning, preferably in social work, psychology, or a related field; or have completed a recognized alcohol and other drug abuse counselor training program.
2. Must have a driver's license and the ability to move freely in the community.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. The physical and emotional capacity to adjust to problems involved in the care and supervision of persons having a mental illness, alcohol and other drug abuse problems, or experiencing significant crisis.
2. Must be able to complete annual education requirements.

3. Strong written and verbal communication skills including listening skills.
4. Computer skills including familiarity with Microsoft Office applications and ability to learn and use clinical record software.
5. Working knowledge and understanding of Trauma Informed Care preferred.
6. Ability to effectively address and resolve conflict and to manage stress in a professional manner.

PHYSICAL REQUIREMENTS:

1. Ability to perform most work from a sedentary position.
2. Ability to function in situations encountered in a normal office setting.
3. Ability to use standard office equipment including telephone, computer, printer, photocopier, and scanner.
4. Ability to travel to other County departments and locations.