



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: **Mental Health Crisis Specialist – Relief**

LOCATION: Human Services – Behavioral Health Services

HIRING RANGE: \$30.33 - \$33.71/Hr.

STATUS: Part Time

HOURS PER WEEK: As needed

WORK HOURS: As Needed

APPLICATION DEADLINE: **Recruitment will be ongoing**

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Internal Department Transfer 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: **Mental Health Crisis Specialist**

DEPARTMENT: Human Services – Behavioral Health Services

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Mental Health Crisis Specialists provide assessment and brief counseling to individuals in the community who are experiencing a mental health emergency. The purpose is to determine the best treatment intervention for these individuals. Treatment outcomes may be hospital admission or services in the community to provide support.

ESSENTIAL FUNCTIONS:

1. Assesses, and if necessary, authorizes payment for individuals presenting at hospitals, seeking admission for mental health or substance use reasons, particularly those with no insurance and those who may need an emergency detention or protective custody hold. Assessments and evaluations could be done with individuals or families who are identified as being in crisis or at risk of being in a crisis, in a variety of different settings.

2. Collaborates with hospital staff to develop and implement a discharge plan and follow up services. Documents clearly all interactions regarding the client in a timely manner. Creates safety plans and crisis plans as needed. All individuals should be evaluated for diversion from an inpatient setting when appropriate.
3. Performs legal functions necessary to initiate Chapter 51 actions, including screening individuals, assisting petitioners in preparing affidavits, filing the petitions with the circuit court, obtaining commitment extensions, processing and monitoring three party petitions and attending court hearings. After Hours staff assists with Crisis Center (WCCC) responsibilities including answering hotline calls, medication management, and interacting with residents for mental health stabilization.

ADDITIONAL ESSENTIAL DUTIES:

1. Screens individuals requesting services through the Behavioral Health Services Division and assists client in obtaining appropriate services. These services could include linking the individual to a clinic therapist or psychiatrist or referring to a private provider or other appropriate community resource. Gathers collateral information where appropriate.
2. Assists in admissions to and discharges from crisis stabilization beds.
3. Provides transportation for individuals to and from treatment facilities when necessary.
4. Responds to referrals for assistance from law enforcement, emergency departments, other Human Services staff, and others including self-referrals who identifies as being in crisis. Response may be brief telephone counseling or face to face contact.
5. Establishes a safety plan in collaboration with law enforcement and other Department of Human Services Staff to address safety concerns.
6. Maintains accurate detailed records of contacts and distributes them to the appropriate staff to ensure continuity of care.
7. When necessary, functions as an interim case manager for new individuals while their overall service/treatment plan is being developed.
8. 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.
9. Knowledge and/or interest in Trauma Informed Care principles and practices, and a strong commitment to fostering a positive, healthy work culture.
10. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Crisis Center Supervisor.
2. Works closely with law enforcement, emergency room staff, courthouse personnel, and other Human Services staff.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. Bachelor's degree or higher from an accredited institution of higher learning, preferably in a Human Services or a related field.
2. A minimum of one year of work experience performing mental health services.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Working knowledge of crisis intervention counseling techniques and practices.
2. Knowledge of community resources.
3. Ability to apply these types of knowledge to a variety of Mental Health, SA, Adult Protective Services, Juvenile Justice, and Child Protective Services work situations.
4. Ability to evaluate client situations and implement appropriate hospital diversion plans.
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.
7. Knowledge of Wisconsin Statute Chapters 48, 51, 54, 55.
8. Ability to work independently but utilize supervisor for supervision and consultation when necessary and appropriate.
9. Ability to effectively plan and organize work.
10. Ability to establish and maintain effective working relationships with agency staff and community resources.
11. Possess effective oral and written communication skills.
12. Knowledge of computer applications including Microsoft Office applications and ability to learn and use electronic health record software.

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.