



Winnebago County

The Wave of the Future

JOB POSTING

POSITION TITLE: Mental Health Crisis Specialist-Lakeland Care

LOCATION: Human Services-Oshkosh office

SALARY: \$55,084 - \$60,729/Yr.

STATUS: Full time

HOURS PER WEEK: 40

WORK HOURS: 8:00 am – 4:30 pm

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 [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

WINNEBAGO COUNTY POSITION DESCRIPTION

November 2020

POSITION TITLE: Mental Health Crisis Specialist – Lakeland Care

DEPARTMENT: Human Services – Behavioral Health Services

PAY BASIS: Salaried

PURPOSE AND SUMMARY:

Mental Health Crisis Specialists provide clinical consultation and training regarding treatment concerns, crisis intervention, behavioral support planning, risk mitigation, and effective care management services. This position will support proactive efforts to stabilize individuals who are at risk for crisis intervention and will work with Lakeland Care management staff to support these efforts.

ESSENTIAL FUNCTIONS:

1. Provide day to day consultation with Lakeland Care's Care Management (CM) Supervisors and Interdisciplinary Team (IDT) staff to ensure quality and effective services within every target group needing additional services. Collaborates with the IDT staff, county staff and Lakeland Care (LCI) providers to develop and maintain member centered, least restrictive, most inclusive cost-effective care plans and services. In conjunction with Lakeland staff, collaborates with hospital staff to develop and implement discharge planning.
2. Participates in critical aspects of care management as it pertains to member risk and behavioral support planning, developing resources, outreach to community resources in

relation to crisis planning, and providing training to IDT and LCI providers and staff as necessary.

3. Serves as a resource and collaborates with IDT staff, natural and formal supports, to maximize multi-disciplinary, person-centered approaches to assist LCI members in achieving positive outcomes, which may include providing internal and external trainings related to areas of expertise. Serve as a resource to providers who care for members with complex needs including educational trainings.

ADDITIONAL ESSENTIAL DUTIES:

1. Develops, implements, and trains others in positive behavioral support planning, behavioral intervention planning, safety and emergency planning, crisis intervention, mental health services, and risk. Gathers collateral information where appropriate.
2. Participates in ongoing education and training to maintain knowledge base of areas of expertise as well as compliance with federal and state regulations.
3. Maintains the confidentiality of client information and protected health information as required by state and federal regulations, including the Health Information Portability and Accountability (HIPAA) Act of 1996.
4. Establishes and assists in establishing a safety plan in collaboration with law enforcement and other Department of Human Services staff to address safety concerns.
5. Maintains accurate detailed records of contacts and distributes them to the appropriate staff to ensure continuity of care.
6. 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.
7. Knowledge of or interest in Trauma Informed Care principles and practices, and a strong commitment to fostering a positive, healthy work culture.
8. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Crisis Center Supervisor as direct supervisor.
2. Works closely with and may receive direction from Lakeland Care's Care Management Supervisor
3. Responds to various operational, county community or customer situations.

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 five years of professional experience in a long-term care organization, community-based setting, or human services organization with direct experience providing crisis intervention and/or prevention services with a strong clinical background.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Working knowledge of crisis intervention counseling techniques and practices.
2. Knowledge of community based long-term care and service delivery for the elderly, and individuals with physical, intellectual and/or developmental disabilities; knowledge and high level of understanding of the diagnosis associated with these target populations served by Lakeland Care and Winnebago County Department of Human Services.
3. Ability to evaluate client situations and implement appropriate hospital diversion plans.
4. Working knowledge and understanding of Trauma Informed Care preferred.
5. Ability to effectively address and resolve conflict and to manage stress in a professional manner.

6. Strong knowledge of development and implementation of positive behavioral support plans, safety plans and crisis plans.
7. Knowledge of Wisconsin Statute Chapters 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 exceptional oral and written communication skills.
12. Knowledge of computer applications including Microsoft Office applications and ability to learn and use electronic health record software.
13. Must be able to apply principles of critical thinking to a variety of practical and emergent situations.
14. Must be able to work under stress on a regular or continuous basis.

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 with frequent travel between offices; out of town and overnight business travel may be required.