



JOB DESCRIPTION: Mobile Crisis Technician

Date: July 2020
Grade: 2
Location: Delta, Gunnison, Hinsdale, Montrose, Ouray, and San Miguel Counties
Supervisor: Emergency Services Program Manager
Exempt: No

GENERAL PURPOSE: The Mobile Crisis Technician position provides support to clients experiencing a behavioral health crisis during the initial contact or onset of crisis. Utilizes crisis triage skills as a means to help clients get connected with a master's level clinician to de-escalate a crisis situation. This position is part of a larger multi-disciplinary team that provides in the moment crisis services.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide mobile crisis services on-call 24 hours a day, 7 days a week.
- Deliver person centered, in the moment support, until appropriate disposition is determined.
- To respond to mobile crisis calls while providing efficient and immediate care to clients and transport them to the appropriate level of care within the Western slope if needed.
- Be available to respond to calls for service within 15 minutes.
- Be available to meet clients at various locations including community-based locations, client residence, on site with law enforcement/first responders, and or as determined via initial crisis line contact.
- Conduct initial screening for persons requesting or referred to mobile crisis.
- Coordinates triage with master level clinician to determine appropriate disposition (e.g. outpatient follow-up mental health services, case management, CSU, ATU, hospitalization)
- When working with law enforcement/first responders, follow directions with respect to on-scene safety immediately and without fail.
- Determines when to involve medical personnel when medical safety is an issue, by triage with multi-disciplinary team.
- Delivers person centered, culturally sensitive, trauma informed services. These services may be delivered in various locations.
- Follows operating policies and procedures and protocols for empowerment centers in alignment with the Center's policies and procedures.
- Observes client behavior to identify change or indicators of specific needs and shares those observed with designated staff as needed in order to carry out treatment plan goals.

- Attends staff meetings, in-service meetings and peer reviews, supervision sessions, and other meetings as requested/required.
- Works cooperatively and constructively as part of an interdisciplinary team.
- Provides coverage support to the Empowerment Center as needed

Center-Wide Essential Duties and Responsibilities

- Responsible for keeping client information confidential by adhering to Colorado law and policies and procedures for the Center.
- Responsible for compliance with applicable federal, state and local laws; professional practice acts and ethical guidelines; policies and procedures of the Center; and contractual guidelines.
- Responsible for supporting the Center's Vision, Mission, Values and Beliefs by practicing and modeling a culture of wellness within a One Team Mindset.
- Completes all administrative paperwork and Qualifacts documentation/timesheet (billing personnel/payroll) as requested/required
- Completes required competency training in Essential Learning and additional training as requested or selected by supervisor
- Reviews and acknowledges Center policies and procedures as requested/required

MISC. DUTIES AS ASSIGNED

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

SUPERVISORY DUTIES: None.

QUALIFICATIONS

- High school diploma or GED required
- Valid driver's license and clean driving record required
- Required to pass a pre-employment drug screen
- Required to receive an annual flu shot and provide proof by Oct. 1 each year
- Lived experience/recovery with mental health and/or substance use disorder issues strongly preferred
- Mental Health First Aid training required; or, must complete first scheduled MHFA training after hire
- Crisis Prevention Intervention training required; or must complete first scheduled CPI training after hire
- Completion of Peer Specialist Training or willingness to obtain this training strongly preferred
- Experience working with consumers and/or family members of a consumer of mental health services a plus

- Fluency in English required; Spanish preferred
- Basic computer and keyboarding skills

WORKING ENVIRONMENT/PHYSICAL ACTIVITIES

- Required to talk and hear
- Often requires sitting and use of hands and fingers, to handle or feel.
- Occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl.
- Vision abilities required by this job include close vision.
- The noise level in the work environment is usually quiet to moderate.
- May need to transport clients in a Center vehicle
- May need to provide services in noisy and unclean locations in the community.
- May need to provide services in private homes.
- May work extended hours in front of a computer monitor.

THE CENTER FOR MENTAL HEALTH EMPLOYMENT IS AT-WILL MEANING THE EMPLOYMENT RELATIONSHIP MAY BE TERMINATED BY EITHER THE EMPLOYEE OR EMPLOYER AT ANY TIME, WITH OR WITHOUT CAUSE OR PRIOR NOTICE.