

Crisis Call Line Specialist – Part-Time

General Summary:

The Crisis Call Line Specialist performs a variety of technical and professional duties associated with providing crisis intervention, emotional support and information and resources to mental health services consumers in need. This position involves direct contact with New Jersey residents as well as out-of-state inquirers. To meet the needs of such consumers requires a strong capacity to assess for safety and sound knowledge of key aspects of suicide prevention. Additionally, a thorough understanding of community, state and national mental health and human service supports are necessary to reinforce efforts to aid consumers in achieving stability, wellness and access to mental health care and other essential resources.

Duties & Responsibilities:

Crisis Line Call Specialists perform the following:

- Appropriately attend to the needs of each consumer facing various levels of crisis and emotional distress through efforts that include but are not limited to suicide and safety assessment, crisis de-escalation, safety planning and facilitation of emergency services responses in situations involving endangerment.
- Collaborate with consumers to provide suitable mental health supports and other resources tailored to each individual's specific needs and based on Agency guidelines and criteria for assessing such needs.
- Advocate to ensure consumers receive services to which they are entitled.
- Follow up contacts with inquirers as needed and according to Agency policies and procedures.
- Thoroughly document all contacts with consumers in accordance with Agency documentation recommendations and requirements.
- Adhere to ethical standards outlined by Agency and professional board if applicable.
- Maintain professional license and continuing education credits, if applicable.
- Other duties as assigned by supervisor.

Skills and Abilities:

The following skills and abilities are necessary to complete the duties and responsibilities of a Crisis Line Call Specialist:

- Active listening and clinical interviewing skills.
- Ability to conduct approved suicide and safety assessments.
- Ability to follow voluntary and involuntary hospitalization criteria and procedures.
- Ability to apply analytical and problem-solving skills during multifaceted situations.
- Capacity to perform tasks effectively under stressful circumstances.
- Ability to sensitively and tactfully connect with others and always maintain professionalism.
- Capacity to relate and interact successfully with persons of various social, cultural, economic, educational and other backgrounds.
- Ability to work with people in great need.
- Ability to perform data entry from telephone interview (consumer data collection process).
- Clear, concise and effective written and verbal communication skills.
- Ability to work independently.
- Ability to work collaboratively on projects.

Knowledge:

Applicable knowledge of key aspects of the following are necessary for performing the role:

- Principles of crisis management.
- Suicide/Homicide risk assessment including lethality assessment, use of assessment tools and related legal issues.
- Principles and techniques of collecting and entering data.
- Functional knowledge of computer applications including Microsoft applications and internet.
- Strong communication, organization and analytical skills.

- Broad knowledge of behavioral health terminology and system.

Education:

Bachelor's degree or higher from an accredited college and/or lived experience as a mental health peer

EEO Statement:

MHANJ is an Equal Opportunity Employer. We embrace and encourage differences in age, color, disability, ethnicity, gender identity or expression, national origin, physical and mental ability, race, religion, sexual orientation, veteran status, and other characteristics that make our employees unique. We encourage and welcome diverse candidates to apply for any position you are qualified for to bring your unique perspective to our agency.

Salary for this position: \$28/hr. (15-24 hours/week)