

Job Description

TITLE: EMERGENCY SERVICES COUNSELOR

REPORTS TO: Manager, Access ES Services and Clinical Manager, Outpatient
Mental Health Services

SUPERVISES: None

POSITION OBJECTIVE: Facilitate prompt access to emergency and routine services through one point of contact. Evaluate and assess client treatment needs to determine clinically appropriate treatment path

POSITION REQUIREMENTS:

- Masters degree in a social service discipline preferred
- Obtain certification for CFARS and FARS
- Minimum two (2) years experience in an outpatient clinical facility
- Successful completion of background screening

SKILLS NECESSARY:

- Clinical documentation and oral case presentation
- Knowledge of the DSM IV and coding on Axis I through Axis V
- Individual, family and group counseling skills
- Knowledge and practice of brief therapy techniques
- Exceptional interpersonal skills to communicate in a clear, comprehensive, therapeutic manner and be able to interact positively with a variety of people.
- Knowledge of the appropriate use of community resources and strong organizational skills
- Knowledge and practice of crisis intervention techniques and procedures for involuntary hospitalization

ESSENTIAL JOB FUNCTIONS:

- Provide access to agency services to clients requesting services. Explain services that are available, rules and regulations, client rights and responsibilities, and other pertinent information
- Meet face to face with walk-in requests or speak with clients by phone to complete access procedures and provide with intake appointment, waiting list placement, or referral to other agencies
- Obtain financial information with regard to payment for services requested. Submit Medicaid and insurance information to insurance specialist to verify benefits prior to scheduling appointment. Obtain authorization through insurance specialist with regard to provider and service prior to scheduling appointment
- Provide immediate emergency services to anyone contacting this agency who identifies their situation as emergent
- Provide services to those who present as urgent, within one hour
- Provide services to those who present as routine as follows: Phone call should be returned within 24 hours, unless emergent; walk-in should be seen within one hour of arrival at the agency
- Follow Access/ES services procedures as directed by the Access/ES routing schedule. (If procedures are not followed, redirect the front desk staff and speak with them directly after the situation)
- Submit timely, complete and accurate documentation of each Access/ES contact
- Provide outpatient services as related to credentials or experience, as needed
- Maintain lists for those unable to be served and maintain voice mail logs
- Conduct psychosocial assessments, as needed
- Update Access and Emergency Services manual and after hours on-call materials

- Provide QI data as required
- Attend Access meetings and agency training and staff development as scheduled
- As assigned conduct didactic presentations for staff, clients, and community

OTHER:

1. Abide by CBHC policies and procedures
2. Promote agency goals and positive agency image in the community
3. Work with a positive attitude and as a team player
4. Report any community complaints or criticisms of agency or staff to supervisor immediately
5. Other duties as assigned by supervisor