



Job Description for: Crisis Counselor

JOB TITLE: EMPLOYMENT STATUS: FLSA STATUS: DATE: APPROVED BY:	Crisis Counselor Full Time Exempt February 25, 2013 Becky Westerfelt, Executive Director
SUMMARY:	Provides individual assessment and diagnosis of assigned clients through counseling of both client and their family members. Completes necessary documentation of assessment and treatment activity. Provides training and development for the staff as needed. Participates in 24-hour on-call support for crisis staff.
REPORTS TO:	Crisis Program Team Leader
DEPARTMENT:	Crisis Program
SUPERVISES:	N/A
CRITICAL SUCCESS FACTORS (COMPETENCIES) (What knowledge, skills and abilities are needed for success in this position?)	<ul style="list-style-type: none">• Invested in client success• Ability to communicate with youth, families, and professional staff in encouraging and supportive way• Demonstrates ability to multi-task• Clinical skills to assess strengths / problems, develop plan and operationalize solutions for youth & families within a week's timeframe• Collaboratively works toward solving problems to include seeking peer input• Demonstrates ability to remain calm in crisis situations• Ability to adjust approach to meet individual client needs• Facilitates dialogue between front-line staff and leadership
MAJOR RESPONSIBILITIES / ACTIVITIES	<ol style="list-style-type: none">1. Provides individual assessment and diagnosis of assigned clients.2. Conducts both individual client and client family counseling as needed.3. Completes accurate documentation of assessment and treatment notes in a timely manner.4. Engages in crisis planning with youth and their families.5. Makes recommendations relative to planning for clients exit.6. Makes client referrals and linkage to other community services.7. Functions as an advocate for youth and families with Children Services and other relative agencies.8. Participates in the answering of crisis phones.9. Assists in providing staff training and development as needed.10. Assists in coordinating staff coverage.11. Participates in 24-hour on-call support for crisis staff by phone and/or in person as needed.12. Serves on an agency committee.13. Completes other duties as assigned.



Job Description for: Crisis Counselor

EDUCATION, CREDENTIALS AND QUALIFICATIONS	<ol style="list-style-type: none">1. Bachelor's degree (B. A./B. S.) in social work or related field acceptable for Ohio LSW, LISW or LPC certification.2. LSW, LISW, LPC, or LPCC required or license eligible.3. Holds and maintains a valid driver's license with a good driving record.4. Strong verbal and written communication skills.5. Ability to problem solve, resolve conflict, and negotiate.6. Computer literate with strong data entry skills.7. Ability to relate to and have empathy for young people.8. Self starter/ works with minimal supervision.
REQUIRED TRAININGS	Completes required trainings, including but not limited to: <ul style="list-style-type: none">• Core training• CPI non-violent crisis intervention• CPR• First aid• Cultural competency• Other training programs as directed by the Team Leader.
WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:	Shelter/office environment. May require ability to sit, move about, climb stairs and operate telephone and personal computer for extended periods of time. May travel on company time. May work a nonstandard workweek. May work evening or night shift hours.
ADA:	The above statements cover what are generally believed to be principal and essential functions of this job. Specific circumstances may allow or require some people assigned to the job to perform a somewhat different combination of duties.

I have carefully read and reviewed the Crisis Counselor Job Description as outlined herein and understand the requirements of the position and accept same. I acknowledge that nothing in this job description restricts management's right to assign or reassign job duties and responsibilities to this position at any time.

Crisis Counselor

Date

Manager

Date