



Job Description for: Crisis Intervention Specialist (P/T)

JOB TITLE: EMPLOYMENT STATUS: FLSA STATUS: DATE: APPROVED BY:	Crisis Intervention Specialist (P/T) Part Time Non-Exempt January 6, 2014 Becky Westerfelt, Executive Director
SUMMARY:	Provides crisis intervention services for young people and/or families in a supportive environment, consistent with the Positive Youth Development approach, Individualized Crisis Plans, and the agency's goals and mission. Responsible to communicate the agency's Crisis and other programs to prospective clients and the general public.
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 supportive and encouraging way• Shows initiative to take on multiple tasks• Demonstrates ability to remain calm in crisis situations• Focuses and invests majority of shift on client interaction• Ability to adjust approach to meet individual client needs• Collaboratively works toward solving problems
MAJOR RESPONSIBILITIES / ACTIVITIES	<ol style="list-style-type: none">1. Engages with young people and/or families to prevent crisis situations by phone and on a walk-in basis. If a crisis situation is present, then initiates appropriate crisis intervention techniques.2. Initiates the crisis intervention intake process (House Rap) with each youth who seeks admission to the Crisis program. Conducts risk assessment through completion of the House Rap and assures youth meet admission criteria to complete admission to program.3. Answers incoming phone calls to the Crisis Program. Communicates the purpose and benefits of the Crisis Program and other Huck House programs as applicable with callers. Provides resource information on other community programs as deemed necessary.4. Provides crisis intervention and facilitates crisis groups to clients in the Crisis Program. Engages youth in Non-Violent Crisis Intervention when escalating behaviors in youth and/or families occur.5. Accurately completes all required documentation and reporting within established timeframes.6. Performs general housekeeping, cooking and other routine maintenance duties in the Crisis center as needed.7. Attends and participates in bi-weekly team meetings and small group discussions.8. Proactive and attentive to needs of youth, teammates, and program.9. Completes other duties as assigned.



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EDUCATION, CREDENTIALS AND QUALIFICATIONS	<ol style="list-style-type: none"> 1. High School diploma or GED. 2. Strong verbal and written communication skills. 3. Ability to problem solve, resolve conflict, and negotiate. 4. Computer literate with strong data entry skills. 5. Ability to relate to and have empathy for young people. 6. Self starter/ work with minimal supervision.
REQUIRED TRAININGS	<p>Completes required trainings, including but not limited to:</p> <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:	<p>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. Overtime as required.</p>
ADA:	<p>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.</p>

I have carefully read and reviewed the Crisis Intervention Specialist (P/T) 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 Intervention Specialist (P/T)

Date

Manager/Supervisor

Date