

## **Job Description**

**Department:** Sioux Rivers Regional Assessment and Stabilization Center

**Job Title:** Crisis Services Technician

**Reports to:** Assessment and Stabilization Program Manager

**Job Purpose:** Responsible for providing supervision, crisis planning, resources, medication management, and general support for clients with severe and persistent mental illnesses who have been referred to our programs and facility.

### **Essential Duties and Responsibilities:**

- Conducting initial crisis screens and assisting clients through admission processes
- Collecting vitals and drug screens under the direction and oversight of the Crisis Nurse
- Conducting structured skill-building groups with oversight of the Mental Health Professional
- Ability to effectively utilize office equipment to scan, fax, copy, and upload confidential information to electronic health record system
- Ability to maintain a safe, clean, and sanitary environment by adhering to health and cleaning policies and guidelines
- Ability to follow kitchen expectations to include setting out and warming food for meals
- Care coordination duties as needed to include assisting clients in finding, accessing, and maintaining eligible benefits and resources within the community
- Maintain individual charts on each client in adherence to Iowa Code Chapter 24 and other policies and regulations established by the agency.
- Record timely, up-to-date progress notes for each contact with clients utilizing electronic health record system.

### **Additional Duties and Responsibilities:**

- Accomplish all tasks as appropriately assigned or requested.

### **Competencies:**

- **Social Skills**—the individual professionally interacts with employees and patients and models a positive teamwork attitude.
- **Problem solving**—the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
- **Leadership**—the individual inspires and motivates others to perform well, accepts feedback from others.
- **Quality management**—the individual looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.

- Judgment—the individual displays willingness to make decisions, exhibits sound, accurate, and ethical judgment and makes timely decisions.
- Planning/organizing—the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Safety and security—the individual observes safety and security procedures and uses equipment and materials properly.
- Interpersonal skills—the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things.
- Oral communication—the individual speaks clearly and persuasively in positive or negative situations and demonstrates one-on-one and group presentation skills.
- Written communication—the individual edits work for spelling and grammar, presents data effectively and is able to read and interpret written information.

### **Experience and Education:**

#### Required:

- A bachelor's degree with 30 semester hours or equivalent in a human services field (including, but not limited to, psychology, social work, mental health counseling, marriage and family therapy, nursing, education) and at least one year of experience in behavioral or mental health services (or):
- A high school diploma with at least two years' experience in behavioral/mental health or human services field.
- A law enforcement officer trained in crisis intervention including, but not limited to, mental health first aid and mental health in-service training (or):
- An emergency medical technician (EMT) trained in crisis intervention including, but not limited to, mental health first aid (or):
- A peer support specialist with minimum certification of mental health first aid (or):
- A family support specialist with minimum certification of mental health first aid.
- Ability to create relationships with consumers that balance support for the mental illness symptoms and functional disability with maximum individual independence
- Computer literacy and experience with electronic health records

#### Preferred:

- Certification as a Medication Administration Aide

This job description is not intended to be all-inclusive and does not constitute a written or implied contract of employment. The employee will be expected to perform other reasonably related duties as assigned by the immediate supervisor and / or other management personnel.