



8. Maintain compliance with HIPAA regulations, in regard to accessing Protected Health Information, according to the Table of Access contained in the HIPAA Policy and Procedure Manual. Employees' access is on a "need to know" basis.
9. Perform any and all other duties as assigned by the Crisis Unit Manager or Director of Mental Health Programs.

### **Scope and Impact**

Provide Telephone Crisis and Mobile services as scheduled in an effort to defuse crisis situations thus reducing the need for more restrictive care. This position has the "need to know" information that links a consumer to a medical condition and is responsible for maintaining and disseminating that information according to HIPAA standards.

### **Education, Skills and/or Experience**

1. Bachelor's degree with major course work in either sociology, social work, psychology, gerontology, criminal justice, theology(with emphasis on pastoral counseling), nursing, counseling, education or a related field or
2. High School diploma or equivalency and 12 semester hours in sociology, social welfare, psychology, gerontology or other social service and two years experience in public or private human services, of which one year must be mental health direct care experience.
3. Six years experience providing mental health crisis intervention services can be substituted for 1 & 2 above.
4. Direct experience in crisis intervention with the ability to assess crisis situations, respond by providing appropriate counseling, assist in resolving crisis situations and arranging for efficient referral and follow-up services.
5. Knowledge of counseling skills.
6. Knowledge of the components of family therapy helpful.
7. Ability to provide accurate written documentation of all crisis contacts.
8. Ability to work with other human service agencies to secure needed follow-up services.
9. Ability to work with all age groups in resolving crisis situations.
10. Knowledge of and ability to work with Microsoft Word and Access programs helpful.
11. Ability to work without supervision and maintain accurate, detailed case documentation.
12. Ability and willingness to work various shifts, and perform the duties specific

to each Crisis Program.

13. Must carry 100,000/300,000 bodily liability car insurance.

14. Must complete a post job offer physical examination form in compliance with Chapter 5310.21 (e) of the Commonwealth of Pennsylvania Mental Health Manual. This form includes a screening for tuberculosis, is signed by a licensed physician and certifies the employee is free from any communicable diseases.

**\* REQUIREMENTS NECESSARY TO SAFELY PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION OF CRISIS WORKER.**

**Physical requirements** - Push/pull, lift/move up to 50 pounds.

**Manual dexterity** - Perform moderately difficult manipulation - typing, filing, writing, some manual labor.

**Coordination** - Perform tasks, which require foot and/or hand/eye coordination - driving a car, typing, some cooking, moving of furniture.

**Mobility** - Walk, stand, sit for prolonged periods of time, drive.

**Speech** - Articulate with extreme accuracy - employee/consumer relations, phone contact.

**Vision** - Read small print, drive a car.

**Hearing** - Receive verbal instructions, answer phones, intercom, communicate with employees/clients.

**Concentration** - Able to concentrate on fine detail with some interruption.

**Attention span** - Able to attend to task function for more than 60 minutes.

**Conceptualization** - Able to understand and relate to theories behind several related concepts.

**Memory** - Able to remember multiple verbal and written task-assignments given at beginning of a period extending over long period of time.

**Environment Conditions** - Indoor/outdoor work.

Signature\_\_\_\_\_Date\_\_\_\_\_

Supervisor\_\_\_\_\_Date\_\_\_\_\_