

ROCKY MOUNTAIN CRISIS PARTNERS

.....leaders in 24/7 support

Behavioral Health Crisis Specialist

JOB DESCRIPTION

Job Type
Full-time
Description

Please Note: This is a mandatory COVID vaccination employer. Please do not apply if you are not vaccinated.

PRIMARY PURPOSE OF THE JOB

Crisis Specialists answer calls and electronic messaging for RMCP crisis lines, a suicide prevention hotline in Colorado, RMCP program-specific lines, and RMCP LiveConnect customers. Crisis Specialists rapidly evaluate complex behavioral health situations then develop, recommend, and support appropriate telephonic crisis interventions to be implemented with individual clients, their families, and a wide variety of community helpers, including law enforcement and EMS personnel.

TRAINING

Training for this position will be provided in a classroom-based setting with other Behavioral Health Crisis Specialists. The training will start on Monday, October 25th, and run 12 pm-7 pm Mon-Friday for the first 3-4 weeks. You must live in Colorado, attend the on-site training without interruption. After 90 days of employment, you can apply to work off-site.

MAJOR TASKS

- Receive incoming calls and electronic messages from clients, families, law enforcement, and other community helpers.
 - Assess situations and behaviors as presented.
 - When required, provide suicide and homicide risk assessments telephonically.
- When required, counsel, negotiate, mediate, and intervene with clients to defuse crisis intensity and prevent self-harm or harm to others.
 - Determine and recommend appropriate interventions and deliver crisis interventions.
 - Provide information and referrals to available community programs, as may be indicated.
 - Initiate follow-up communication to check on client welfare and encourage service linkage.
 - Maintain accurate and current crisis contact documentation; maintain confidentiality.
- Maintain systems for measuring necessary aspects of operational management and evaluation.
- Support the recovery and strengths of our callers, their families, community helpers, and other RMCP staff members.
- Support a positive and effective working environment, representing the organization in a positive way internally and externally.
 - Participate in individual/group supervisions and complete internal training.

LEVEL OF ACCOUNTABILITY, DECISION-MAKING, AND JUDGMENT

All Crisis Specialists are required to exercise some degree of independent judgment within the bounds of professional ethics, organizational policies and procedures, and community standards of care. Crisis Specialists are accountable to the Crisis Line management and leadership staff at RMCP. It is critical that employees demonstrate a strong ability to quickly learn operational and clinical protocols, be proactive in maintaining such knowledge, and perform in a highly independent manner in performing tasks that are required of them.

Requirements

QUALIFICATIONS: TRAINING, LICENSURE, AND EXPERIENCE RMCP is strongly committed to maintaining a diverse multicultural staff and encourages applications from all qualified candidates, including applicants who may self-identify as having experienced symptoms of mental illness or substance abuse.

Required:

- Bachelor's degree or equivalent non-U.S. degree (psychology or related field preferred)
- Demonstrated skills and/or knowledge of clinical assessment, crisis intervention techniques, and/or treatment planning
 - Combination of skills and education may be considered in lieu of experience
- Ability to efficiently learn, maintain and demonstrate mastery of crisis and operational protocols.
- Ability to exercise excellent independent judgment with minimal direct supervision.
- Excellent oral and written communication skills and familiarity with computer use.
- Knowledge of substance abuse, mental health, and recovery issues and principles.
 - Knowledge of issues pertinent to survivors of violence and abuse.
 - Eagerness for professional and personal growth opportunities.
 - Flexible schedule, availability to work holidays and weekends

Preferred candidates will possess one or more of these attributes:

- Knowledge of and experience in the mental health and substance abuse treatment systems of the Denver area.
 - 1-2 years of experience in a customer service role or call center environment
 - Credentials as a CAC or LAC.
 - Post-degree experience in providing emergency mental health services.
 - Cultural competence in working with a variety of populations.

PHYSICAL REQUIREMENTS

These positions require the ability to engage in phone conversations and internal meetings. Incumbents must be able to sit for extended periods and have the ability to move about the office by walking or with adaptive equipment. Fine motor skills are required to operate computers, telephones, and other standard office equipment. Incumbents must have the cognitive ability to correctly interpret speech and written materials in English, use simple arithmetic, and create and use keywords to conduct successful Web-based searches. RMCP is committed to providing an accessible workplace. Reasonable accommodations will be provided upon request.

PAY

\$17.25/hour

*\$1/hr Increase may be available after 6 months and annual increases thereafter.

**We also offer a pay differential for evening and overnight shifts.

WORK HOURS

The Call Center operates 24 hours a day, 7 days a week. RMCP strives to create regular schedules for Full-Time employees and Part-Time staff, and staff may also be designated to a PRN (as-needed) capacity. Management or supervisory staff is solely responsible for determining when, or if, a staff member is needed to cover a shift. Often, the staff is expected to work outside of daytime business hours, including weekends and holidays.

BACKGROUND CHECK

Finalists for these positions may be required to date of birth, and social security numbers prior to employment for the purpose of background and criminal record checks. Any offers of employment are contingent on the successful background and record checks.

WE ARE COMMITTED TO PRINCIPLES OF EQUAL EMPLOYMENT OPPORTUNITY

RMCP is dedicated to the principles of equal employment opportunity. RMCP prohibits unlawful discrimination against applicants or employees on the basis of age 40 and over, race, color, national origin, sex, marital status, religion, disability, military/veteran status, sexual orientation (including transgender status), genetic information, or any other applicable status protected by state or local law. RMCP is committed to making employment decisions based on valid job-related requirements.

Upcoming Training Classes

October 25, 2021
January 2022

Contact:
Katie Bowers - Recruiting Manager
katiebo@rmcrisispartners.org

www.rmcrisispartners.org
#readytolisten

Contact:
Mariae Arcalas - Staffing Specialist
mariaea@rmcrisispartners.org

ROCKY MOUNTAIN CRISIS PARTNERS

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Peer Support Specialist

JOB DESCRIPTION

Please Note: This is a mandatory COVID vaccination employer. Please do not apply if you are not vaccinated.

Rocky Mountain Crisis Partners (RMCP), formerly Metro Crisis Services, Inc., is a behavioral health organization serving the state of Colorado. Our purpose is to provide 24/7/365 access to mental health and substance abuse services for people in crisis.

We have some very exciting opportunities available for Full-Time and Part-Time Support Line Peer Specialists seeking a satisfying work environment, competitive salary, and great benefits! These positions will be ideal for professionals who would enjoy being a part of an organization that is committed to being a leader in crisis care and is a provider of the Colorado Crisis Services initiative.

PRIMARY PURPOSE OF THE JOB

Peer Specialists answer the Colorado Support Line and are responsible for providing elements of hope, support, wellness, and recovery to individual clients, their families, and a wide variety of community helpers. The Support Line Peer Specialist models successful recovery, facilitates problem-solving and serves as a supportive resource for those seeking support through the warm-line.

TRAINING

Training for this position will be provided in a classroom-based setting with other Peer Support Line Specialists. The training will start on Monday, October 11th, and run 12 pm-7 pm Mon-Friday for the first 3-4 weeks. You must live in Colorado, attend the on-site training without interruption. After 90 days of employment, you can apply to work off-site.

MAJOR TASKS

Receive incoming calls from clients, families, friends, and possibly other community helpers.
Listen to callers' experiences, provide support, model recovery, promote hope and positive change
Screen for safety concerns and make appropriate transfers to the crisis line.
Promote caller empowerment and utilization of self-help, recovery, and coping skills to encourage wellness and development of support networks outside of Support Line.

Provide information and referrals to available community programs, as may be indicated.
Initiate follow-up calls to continue to offer support, check-in with caller's success on any planning made, inquire about success with contacting community resources, gather information regarding caller satisfaction with services.

Utilize RMCP data systems to gather data and document call activity.

Participate in peer supervision and RMCP training

REQUIREMENTS

QUALIFICATIONS: TRAINING, LICENSURE, AND EXPERIENCE RMCP is strongly committed to maintaining a diverse multicultural staff and encourages applications from all qualified candidates, including applicants who may self-identify as having experienced symptoms of mental illness or substance abuse.

REQUIRED SKILLS & EXPERIENCE

Identifies as a person with lived experience regarding mental health and/or substance use issues; or

Actively engages in a personal recovery plan; minimum one year.

Ability to summarize positive effects of recovery experience and be willing to share in a way that would be helpful to callers

Willingness to complete a peer certification training which incorporates Colorado's Peer Specialist Core Competencies

Ability to establish rapport, engage in active listening, collaboratively problem-solve with callers

Ability to efficiently learn, maintain, and demonstrate mastery of RMCP operational protocols.

Ability to exercise independent, ethical judgment and maintain appropriate boundaries with callers with minimal direct supervision.

Oral and written communication skills, and familiarity with computer use for call documentation and internal communications.

General knowledge of substance abuse, mental health, and mastery of recovery issues and principles.

Willingness to work evening and weekend hours

Must understand and support the mission of RMCP and represent the agency in a positive manner within the community

Eagerness for professional and personal growth opportunities.

PREFERRED EXPERIENCE

Completion of a peer certification training

Past experience in providing peer support

RMCP proudly offers excellent benefits: PTO & EAP for all employees! Employees working 30 hours or more are eligible to enroll in our healthcare insurance package (Great Medical/Dental/Short Term Disability & Life).

401K Benefits available to FT employees.

PHYSICAL REQUIREMENTS

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PAY

\$15.00/hour

*\$1/hr Increase available after 6 months and annual increases thereafter.

**We also offer a pay differential for evening shifts.

WORK HOURS

The Peer Support Line provides support from 7 am-12 am 7 days a week. RMCP strives to create regular schedules for Full-Time employees and Part-Time staff, and staff may also be designated to a PRN (as-needed) capacity. Management or supervisory staff is solely responsible for determining when, or if, a staff member is needed to cover a shift. Often, the staff is expected to work outside of daytime business hours, including weekends and holidays.

BACKGROUND CHECK

Finalists for these positions may be required to date of birth, and social security numbers prior to employment for the purpose of background and criminal record checks. Any offers of employment are contingent on the successful background and record checks.

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RMCP is dedicated to the principles of equal employment opportunity. RMCP prohibits unlawful discrimination against applicants or employees on the basis of age 40 and over, race, color, national origin, sex, marital status, religion, disability, military/veteran status, sexual orientation (including transgender status), genetic information, or any other applicable status protected by state or local law. RMCP is committed to making employment decisions based on valid job-related requirements.

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