Position Description:

Mental Health Resource Center is seeking a Crisis Support Counselor in Jacksonville to work with its Comprehensive Services Center (CSC) Program.

The Counselor provides clinical services to individuals served in the Comprehensive Services Center (CSC). Assesses an individual's need for psychiatric treatment and provides appropriate referrals to community resources and Comprehensive Services Center (CSC) services. Works with individuals to reduce psychiatric hospitalizations and ensure individuals obtain services in the most appropriate and least restrictive setting.

This is an ideal opportunity for an individual who is dedicated to providing a caring environment that provides high quality services and enjoys working in a team atmosphere.

The essential functions of the Crisis Support Counselor include, but are not limited to:

- Provides Crisis Intervention and Emergency Evaluations.
    - Using Baker Act criteria and DSM V standards, evaluates and assesses any crisis telephone calls, scheduled appointments and/or walk-ins to determine need for services.
    - Conducts screenings and assessments on individuals and documents all pertinent data according to CSC and Emergency Services policy and procedures.
    - Determines and implements appropriate level of care, according to the needs identified during the evaluation process and according to procedures.
    - Ensures appropriate follow up and monitoring so the individual served continues in treatment with appropriate clinical program, if judged necessary.

- Provides individual, group, and family therapy related to functional, social, personal, and recreational skills.

- Assures the accuracy, completeness and confidentiality of the clinical records:
    - Assures thorough and complete documentation including but not limited to biopsychosocial assessment and referral data, follow-up contacts or efforts, instructions to individual or family and their understanding.
    - Documents or obtains documentation of past medical, psychiatric substance abuse and social history of each patient.
    - Assures that any necessary consent forms are properly completed, signed and witnessed.
    - Documents all consultations and all data regarding disposition/referral, including appointments arranged, etc., according to procedures.

- Interprets and upholds departmental, Joint Commission and Baker Act policies and procedures:
  - Maintains working knowledge of departmental policies and procedures.
  - Maintains current knowledge of the Baker Act, new forms or procedures, etc.
  - Acts as advocate interpreting Baker Act to other agencies, family or concerned parties to assure conformity with patient's rights for both the patient's and staff welfare.

- Assesses and monitors for risk, symptoms of trauma, and indications of abuse, neglect and/or abandonment. Uses appropriate reporting mechanisms.

Position Requirements:

In order to be considered, a candidate must have a Master's Degree in Mental Health Counseling or related field required.

One year of experience working with chronically mentally ill population required.

Valid Florida Registered Intern (IMH, ISW, or IMT) required.

Valid Florida License (LMHC, LCSW, or LMFT) preferred.

One year demonstrated experience in emergency services preferred.

Must demonstrate in the RBHS/MHRC Electronic Health Records (EHR) and Patient Information System within three months of employment.

Proficiency in Microsoft Office, Outlook and use of the Internet required.

Requires interactions with individuals who may have a mental illness; interactions may take place in an office setting, emergency services, or locked inpatient unit.

Must exercise judgment required of position. This includes, but is not limited to, managing work tasks independently, recognizing life threatening situations, safety risks, abuse, neglect, or other emergencies and responding appropriately.

Must be able to interact appropriately with internal and external customers, including individuals served, their families and support systems, community resource providers, and other department professionals.

Position Details:

This position is a Full Time Evenings position: Monday through Friday, 11:30am to 8:00pm.

The full time position offers a comprehensive benefits package.