



Position title: Crisis Services Clinical Coordinator

The Crisis Services Clinical Coordinator provides telephone and sometimes face-to-face crisis prevention and intervention in the least restrictive manner to diverse callers disclosing self-identified crises. The Crisis Services Clinical Coordinator engages in active listening, skillful assessment, referral to appropriate resources, mobilization of emergency services if warranted, follow-up service, abuse/neglect reporting, and accurate and objective clinical documentation of all calls. The Crisis Services Clinical Coordinator demonstrates a high-level of clinical knowledge and skill related to mental health issues; especially suicide, homicide, crisis counseling, customer service, service linkage, and professional etiquette. The Crisis Services Clinical Coordinator provides consultation for at risk type contacts, training, supervision, and coaching assigned to interns, volunteers, and team members. The Crisis Services Clinical Coordinator will education and outreach in the community engagement with local and national professional organizations and associations. The Crisis Services Clinical Coordinator will act as a liaison to establish community partnerships with all of the mental health providers.

Duties and Responsibilities:

- Answer calls in a manner consistent with established key performance indicators, Contact Center policies and procedures, and standards established by the American Association of Suicidology (AAS). Determine callers' needs, collect appropriate data, facilitate problem-solving in ways that give individuals a sense of empowerment and control over their situation, conduct appropriate risk assessments, and make accurate referrals to appropriate community resources.
- Document calls with professional and well-written clinical observations and assessments.
- Conduct follow-up calls to at-risk callers.
- Acquire and maintain a high level of familiarity with the crisis database and community resources for crisis callers.
- Maintain a high level of clinical knowledge and skills related to mental health issues—especially suicide and homicide prevention, intervention, and postvention, crisis counseling techniques, and the ethical code adopted by the agency (NASW).
- Demonstrate a confident familiarity with procedures related to the mobilization of emergency services.
- Act as a liaison with community mental health partners.
- Acquire and maintain familiarity with agency policies and procedures, Crisis Center policies and procedures, and standards established by AAS.
- Participate in the selection process, training and coaching of new volunteers, interns, and staff, if assigned.
- Provide direct supervision and/or coaching to assigned program staff, interns and volunteers; maintain records of all individual and/or group supervision sessions and meetings.
- Supervise and review the performance and work plans or learning plans of assigned volunteers, interns and staff.
- Research, create, and implement Service Plans for noteworthy callers.
- Report critical or unique calls to the Crisis Services Program Coordinator and Director
- Recognize stress and take personal responsibility for self-care.
- Participate in Team Meetings and debriefings as necessary.
- Communicate in a timely and professional manner all matters relevant to fellow team members and other agency personnel.
- Provide on-call service, if assigned.
- Participate in professional development opportunities.
- Assist with other Crisis Contact Center duties and projects as assigned.
- Model adherence to all policies and procedures and assist in evaluating on-going effectiveness.
- Work with Staff Development & Volunteer/Intern Coordinator and university field coordinators to insure compliance with student internship requirements and successful completion of internships.
- Monitor service level in the Contact Center, attend to the UCX Real time, and ensure that team members are logged in and ready to assist with incoming calls.
- Create a hospitable and supportive atmosphere in the Contact Center by attending to critical needs of team members.
- Participate in orientation, training, and assignments of new team members.
- May provide or assist in one-on-one training for new interns, volunteers and staff.
- Collaborate with Program Coordinator on Service Delivery needs, and participate on other agency committees as assigned.
- Regular attendance and reliable transportation required.
- Other duties as assigned.

Requirements: This position requires a Master's Degree in Social Work, Psychology or a related field or three to five years of human service experience and/or training; or equivalent combination of education and experience.

Submit resume and salary requirements to:

Email to hrdept@fcsnashville.org

EOE M/F/D/V