



## Huckleberry House, Inc.

### Job Description for: Crisis Shift Leader II (F/T)

JOB TITLE:	Crisis Shift Leader II
EMPLOYMENT STATUS:	Full Time
FLSA STATUS:	Exempt
DATE:	September 2, 2021
APPROVED BY:	Sonya Thesing, Executive Director
SUMMARY:	<p>Provides diagnostic assessment, crisis intervention, counseling (skill building), case management services, and direct supervision to youth age 12-17 participating in the crisis program. Provides aftercare support either via phone or in person after discharge from crisis to support follow-through of discharge plan and ensure linkage to community resources.</p> <p>Takes on a leadership role during assigned shift to ensure daily program expectations are followed and youth are receiving proper supervision and engagement. Provides client-focused supervision and development for CIS staff.</p> <p>Effectively communicates program, agency, and community resource information to prospective clients and the general public.</p>
REPORTS TO:	Crisis Program Manager
DEPARTMENT:	Crisis
SUPERVISES:	N/A
<p>CRITICAL SUCCESS FACTORS (COMPETENCIES)</p> <p>(What knowledge, skills and abilities are needed for success in this position?)</p>	<ul style="list-style-type: none"> <li>• Ability to creatively problem solve with clients and families.</li> <li>• Exhibits concern/empathy for clients and their life experiences.</li> <li>• Ability to work autonomously and identify/communicate issues to Program Manager.</li> <li>• Clinical skills to assess and diagnosis youth.</li> <li>• Knowledge of independent living skills.</li> <li>• Ability to assess client functioning and apply teaching methods appropriately.</li> </ul>
MAJOR RESPONSIBILITIES / ACTIVITIES	<p><u>Leadership Responsibilities</u></p> <ol style="list-style-type: none"> <li>1. Ensures that youth are receiving proper supervision at all times.</li> <li>2. Reviews documentation and ensures Crisis Intervention Specialists (CIS) complete all intake forms, notes, incident reports, and any other shift paperwork prior to end of shift.</li> <li>3. Ensures CIS have completed all housekeeping, cooking and other routine maintenance duties in shelter by end of shift.</li> <li>4. Assists CIS with problem solving.</li> <li>5. Acts as main point of contact for back-up on-call staff, new intakes, and parents.</li> <li>6. Assists program manager with training new Lead CIS.</li> <li>7. Assists program manager with administrative tasks as needed.</li> </ol> <p><u>Direct Service Responsibilities</u></p> <ol style="list-style-type: none"> <li>8. Provides day-to-day feedback and support for youth participating in the crisis program.</li> <li>9. Completes diagnostic assessments with all new clients.</li> <li>10. Assists in developing and implementing the Individual Crisis Plan for both</li> </ol>



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	<p>mental health and independent living goals.</p> <ol style="list-style-type: none"> <li>11. Completes accurate documentation of assessments and treatment notes prior to ending shift.</li> <li>12. Makes recommendations relative to planning for clients exit.</li> <li>13. Makes client referrals and linkage to other community services.</li> <li>14. Functions as an advocate for youth and families with Children Services and other relative agencies.</li> <li>15. Participates in the answering of Crisis phones.</li> <li>16. Participates in direct supervision of youth.</li> <li>17. Provides regular feedback and client-focused supervision to CIS on shift.</li> <li>18. Assists in coordinating staff coverage.</li> <li>19. Plans and conducts group sessions with clients as requested.</li> <li>20. Provides aftercare support to client either via phone or in person after discharge to support follow-through of discharge plan and ensure linkage to community resources.</li> <li>21. Participates in CSL shift report and client transfer meeting.</li> <li>22. Attends and participates in bi-weekly team meetings and leads small group discussions.</li> <li>23. Transports clients in agency-owned or personal vehicle as needed.</li> <li>24. Serves on an agency committee.</li> <li>25. Completes other duties as assigned.</li> </ol>
<p><b>EDUCATION, CREDENTIALS AND QUALIFICATIONS</b></p>	<ol style="list-style-type: none"> <li>1. Bachelor's degree (B.A.) in Social Work or related field acceptable for Ohio LSW, LPC, or MFT certification.</li> <li>2. LSW, LISW, LPC, LPCC, or MFT required or license eligible.</li> <li>3. Strong verbal and written communication skills.</li> <li>4. Ability to problem solve, resolve conflict, and negotiate.</li> <li>5. Computer literate with strong data entry skills.</li> <li>6. Ability to relate to and have empathy for young people.</li> <li>7. Self-starter works with minimal supervision.</li> <li>8. Holds and maintains a valid driver's license with a good driving record.</li> </ol>
<p><b>REQUIRED TRAININGS</b></p>	<p>Completes required trainings, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Core training</li> <li>• CPI non-violent crisis intervention</li> <li>• CPR</li> <li>• First aid</li> <li>• Cultural competency</li> <li>• Other training programs as directed by the Program Manager.</li> </ul>
<p><b>WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:</b></p>	<p>May work in a shelter/office environment and/or various locations in the community. May require ability to sit, move about, climb stairs and operate telephone and personal computer for extended periods of time. Must be accessible via cell phone. Must drive personal vehicle in order to accomplish work objectives.</p>



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ADA:

The above statements cover what are generally believed to be principal and essential functions of this job. Specific circumstances may allow or require some people assigned to the job to perform a somewhat different combination of duties.

I have carefully read and reviewed the Crisis Shift Leader II Job Description as outlined herein and understand the requirements of the position and accept same. I acknowledge that nothing in this job description restricts management's right to assign or reassign job duties and responsibilities to this position at any time.

\_\_\_\_\_  
Crisis Shift Leader II

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager

\_\_\_\_\_  
Date