



## Huckleberry House, Inc.

### Job Description for: Crisis Counselor

JOB TITLE: EMPLOYMENT STATUS: FLSA STATUS: DATE: APPROVED BY:	Assessment Specialist/Crisis Case Manager Full-time Exempt June 7, 2023 Sonya Thesing, Executive Director
SUMMARY:	<p>Conducts high quality diagnostic clinical assessments for clients. Provides crisis intervention, counseling (skill building), case management services, and direct supervision to youth aged 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>Effectively communicates program, agency, and community resource information to prospective clients and the general public.</p>
REPORTS TO:	Clinical Director
DEPARTMENT:	Counseling Program/Crisis Program
SUPERVISES:	N/A
CRITICAL SUCCESS FACTORS (COMPETENCIES) (What knowledge, skills and abilities are needed for success in this position?)	<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 Director and/or Clinical Director</li><li>• Clinical skills to assess and diagnose individuals</li><li>• Ability to take on clinical leadership skills within the treatment team.</li><li>• Knowledge of independent living skills.</li><li>• Ability to assess client functioning and apply teaching methods appropriately.</li><li>• MUST be willing to work Sunday through Thursday from 1 pm to 9 pm Must have reliable transportation</li></ul>
MAJOR RESPONSIBILITIES / ACTIVITIES	<ol style="list-style-type: none"><li>1. Conducts clinical assessments of youth and young adults in the crisis program.</li><li>2. Participates in direct supervision of youth.</li><li>3. Provides engagement and support to youth/families participating in the Crisis program and calling in for support.</li><li>4. Assists in developing and implementing the Individual Crisis Plan for both mental health and independent living goals.</li><li>5. Creates safety and behavioral plans with clients as needed.</li><li>6. Maintains contact with guardians, children services and other support providers throughout client's stay in the shelter.</li><li>7. Completes individual psychoeducational, life-skill and family sessions.</li><li>8. Completes accurate and timely documentation of assessments, progress notes, case updates and client discharges to ensure continuity of care and coordination with other crisis staff.</li></ol>



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	<ol style="list-style-type: none"><li>9. Participates in answering Crisis phone calls</li><li>10. Provides follow-up/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>11. Meets productivity standards relative to shelter census.</li><li>12. Makes referrals and recommendations in preparation for client discharge.</li><li>13. Fully documents assessments, diagnoses, treatment plans and case notes according to agency and professional standards.</li><li>14. Functions as an advocate for youth and families with Children Services, courts and other community agencies.</li><li>15. Attends client reviews to update treatment plans and ensure compliance with standards.</li><li>16. Attends weekly individual and group supervision, team meetings and required or recommended trainings as assigned by the clinical director.</li><li>17. Transports clients in agency-owned or personal vehicle as needed.</li><li>18. Serves on an agency committee.</li><li>19. Completes other duties as assigned.</li></ol>
<b>EDUCATION, CREDENTIALS AND QUALIFICATIONS</b>	<ol style="list-style-type: none"><li>1. Bachelor degree required</li><li>2. LSW or LPC required</li><li>3. Minimum 2 years of experience in social work or related field preferred</li><li>4. Holds and maintains a valid driver's license with a good driving record</li><li>5. Strong verbal and written communication skills.</li><li>6. Ability to problem solve, resolve conflict, and negotiate.</li><li>7. Computer literate with strong data entry skills.</li><li>8. Ability to relate to and have empathy for young people.</li><li>9. Self-starter/ works with minimal supervision.</li></ol>



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REQUIRED TRAININGS	<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 and/or Clinical Director</li> </ul>
WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:	<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. May be required to work evening or night shift hours.</p>
ADA:	<p>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.</p>

I have carefully read and reviewed the Crisis Counselor 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 Counselor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Crisis Director

\_\_\_\_\_  
Date