

LANCASTER COUNTY
MENTAL HEALTH EMERGENCY SERVICES WORKER

NATURE OF WORK

This is a professional human service position in a community mental health program using crisis intervention techniques to assist individuals in finding solutions to various mental health problems and facilitating their access to necessary and appropriate services. Work involves responding to requests for emergency mental health services, providing consultation to law enforcement personnel and other community emergency service providers and conducting screening interviews with persons seeking Mental Health Center services.

Work includes responsibility for receiving initial contacts to the Mental Health Center and obtaining information from individuals for needs assessment and appropriate service referrals. Crisis intervention activities include establishing rapport with individuals contacting the Mental Health Center, providing assistance in problem definition and problem solving. Individuals within this classification utilize screening instruments, rating scales and procedures specified in the Emergency Services Guide in order to perform screening and crisis intervention activities.

Supervision is received from a higher level professional staff member with work being reviewed in the form of conferences, review of records and success of crisis intervention techniques.

EXAMPLES OF WORK PERFORMED

Use rating scale to determine if individuals should be referred to psychiatric hospital resources.

Provide support and assistance in problem solving to callers experiencing emotional distress.

Travel to location identified by law enforcement personnel, consult with police officers to determine if individuals meet criteria for Emergency Protective Custody and determine which placement options are most appropriate.

Maintain necessary client records reflecting services provided, recommendations made and disposition of crisis intervention activities.

Provide referral information to individuals contacting the Mental Health Center so they may access human services appropriate to their needs.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the psychological, behavioral, sociological and cultural factors influencing the behavior and attitudes of clients.

Knowledge of the principles, practices and methods pertaining to the delivery of mental health services to clients.

Knowledge of the functions and services of community organization and related human services.

Ability to establish and maintain effective working relationships with clients, co-workers and the general public.

Ability to communicate effectively both orally and in writing.

Ability to understand and relate to the problems and needs of clients.

Ability to maintain records of services provided and client progress.

DESIRABLE TRAINING AND EXPERIENCE

Current licensure as a Mental Health Professional or graduation from an accredited Master's degree program with major course work in social work, psychology, sociology or a related field plus experience interacting with clients in a mental health/social service program.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major course work in social work, psychology, sociology or a related field plus some experience interacting with clients in a mental health/social service program or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

Possession of a valid driver's license when operating a vehicle in the performance of assigned duties.

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