

**Position Title:** Mobile Crisis Counselor  
**Program:** Crook County Community Mental Health Program  
**Program Location:** Prineville, Oregon  
**Employment Status:** Full Time Regular  
**FLSA Classification:** Exempt (Salary)  
**Salary/Wage:** \$34.84 - \$45.71 depending on qualifications and experience  
**Loyalty Bonus:** \$5,000.00 Loyalty Bonus paid out in installments

**General Duties:** The Mobile Crisis Coordinator acts as the lead mobile crisis counselor, and provides mobile crisis response, risk assessment and crisis stabilization planning for adults and children in Crook County. The Mobile Crisis Coordinator works collaboratively with mental health and physical health care providers, police agencies, emergency departments, school personnel, and other social service agencies to assure the best possible treatment for clients, while supporting a Trauma Informed Care environment.

**Job Relationships:**

- Reports to: Program Director; Outreach & Engagement Services Supervisor
- Employees Supervised: None

**Language:** Bi-Lingual Spanish/English strongly preferred but not required.

**Education/Certification:** Master's in Psychology, social work or other Behavioral Science field plus experience and licensure preferred OR Bachelor's in Nursing or Occupational Therapy plus three years of experience. Candidate should be able to be credentialed as QMHP at time of hire.

**Duties:** This position description is not intended to be an all-inclusive list of responsibilities, skills, or working conditions associated with the position.

1. Provides crisis assessment and intervention services in support of BestCare's emergency capability, including after-hours duties.
2. Provide immediate mobile response to individuals experiencing mental health crises in Crook County. Calls may come from a variety of different sources.
3. Act as the lead mobile response counselor, meaning that this person stays abreast of laws and protocols, and is available to other members of the mobile response team for consultation on cases as needed.
4. Identify and assess risk factors for harm to self or others in the context of the client's current psycho-social state via interview with client and with consideration given to collateral information; consider and articulate potential outcomes of various interventions, discuss their risks and benefits, and formulate why a particular course of action was pursued in lieu of other options; opt for least intrusive and most supportive intervention.
5. Perform civil investigations within state mandated timelines. If not a civil investigator at time of hire, this person will attend the state civil investigation training within 3 months of hire and complete the exam within 1 month of attendance at state training.
6. Initiate director's custody and involuntary transport holds for individuals deemed at risk of harm to self and/or others following County guidelines.
7. Coordinate responses to crisis situations with community agencies and service providers.
8. Provide assessment dispositions to treatment providers and emergency departments as appropriate.
9. Assess for personal safety in the environment and request law enforcement support as appropriate.
10. Collaborate with law enforcement agencies to determine risk of intervention and develop plans for approach of clients in crises.
11. Provide information and facilitate linkage to mental health treatment and other social services.
12. Operate in a sometimes ambiguous and frequently changing work environment.
13. Respect client rights and responsibilities and demonstrate professional boundaries and ethics.

14. Adhere to mandatory abuse reporting laws and HIPAA requirements.
15. Document and maintain electronic health record (EHR) and ancillary records in a manner that assures compliance with all agency policies, program procedures and local, state, and federal regulations. Complete documentation within agency stated timelines.
16. Attend seminars, training and other educational opportunities in order to develop professional skills and abilities.
17. Participate in all scheduled staff meetings, supervision sessions, and other departmental and agency meetings.
18. Collaborates with other team members and community partners.
19. Provides case consultation and stays in communication with other MH providers.
20. Provides emergency and routine case consultation for various outside agencies, juvenile agencies, and hospitals.
21. Complete comprehensive safety plans.
22. Completes appropriate follow-up with clients as required.
23. Assist Mental Health Clinicians with assessing lethality as needed.
24. Other duties as assigned by the Supervisor or Program Director.

### **Minimum Requirements:**

1. Master's Degree in Psychology, Social Work, or other Behavioral Science field with one year of experience in the behavioral health field; OR a Bachelor's degree in Nursing or Occupational Therapy, licensed by the State of Oregon, with three years' experience in a behavioral health field. Candidate should be able to be credentialed as a QMHP at the time of hire. Licensure is preferred.
2. Proven strong client engagement skills.
3. Proven success collaborating with teams at various levels of care and with community partners.
4. Compassion towards individuals with Mental Health Crises, SUD, and co-occurring medical and mental health needs.
5. Experience working with diverse communities preferred.
6. Experience using EMR for documenting services provided
7. Familiarity with Excel and other data tracking systems
8. Must have the ability to get along with co-workers.
9. Must have a valid driver's license and be insurable to drive a motor vehicle.
10. Flexibility is a MUST, as this position may require evenings, weekends, or unusual scheduling patterns.

**Skills and Knowledge:** Must be able to conduct a Mental Status assessment and formulate a diagnosis according to the most current DSM. Must demonstrate knowledge of risk assessment and crisis intervention. Must understand evidence-based practices, and strength-based case management philosophies and strategies including trauma informed. Well-developed human relations, interviewing, counseling, and writing skills; along with an appreciable interpersonal sensitivity and awareness of client situations and values. Working knowledge of community behavioral health and/or addictions concepts, case management and treatment services, client assessment, treatment planning and treatment protocols, behavioral health disorders and diagnostic classifications.

### **Tools and Equipment Used:**

Laptop computer, fax machine, scanner, copy machine, telephone, Word, Excel, Outlook.

### **Physical Demands:**

The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing this job, the employee is regularly required to reach with hands and arms. The employee is frequently required to stand, walk, and use hands to handle, feel, or operate objects or controls. The employee is occasionally required to

sit; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee must occasionally lift and/or move up to twenty (20) pounds. Specific vision abilities required by this job include close vision and the ability to adjust and focus. Requires sufficient ambulatory ability to drive throughout Crook County. Employee must be able to get in and out of a motor vehicle.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work environment is a variable setting. Employee will occasionally be in an office setting as well as traveling to and working in other organizations, schools, hospitals, community gathering places, homes etc. Travel within Central Oregon and occasionally outside of Central Oregon required. Must have reliable transportation.

The position requires the employee to dress in a professional manner that meets the standards for professional employees in Central Oregon.

**To Apply:**

Please complete the application using the link below, and submit along with a cover letter, resume with personal email address for correspondence, any applicable licenses, certifications or degrees with transcripts, and contact information for three supervisory/professional references.

[Application for Employment – BestCare \(bestcaretreatment.org\)](http://bestcaretreatment.org)