



POSITION TITLE: Engagement Specialist, Crisis / Access Team

REPORTS TO: Clinical Program Manager- Crisis/Access Services

CLASSIFICATION: Full-time, exempt

COMPENSATION: Starting \$35,000, commensurate with experience

Please submit cover letter and resume to Elaine Phillips, ephillips@thrivecc.org.

Thrive Overview: Thrive Counseling Center, LLC is a 501(c)3 organization treating mental and behavioral health clients in the near west suburbs of Chicago. The organization is run with a focus on three key tenets of care delivery, excellent **people**, efficient **processes**, and a focus on **patient services**.

Job Purpose: The Engagement Specialist will provide off-site crisis intervention, de-escalation, and stabilization services. These intensive supportive services are time-limited, designed to prevent additional behavioral health crises and mitigate adverse health outcomes.

The Engagement Specialist will work alongside first responders to provide crisis intervention and de-escalation services for adults and children experiencing or who are at risk for experiencing a behavioral health crisis. Specialists are expected to work on-scene, engage in de-escalation, provide emotional support, make appropriate referrals, and conduct follow-up services as needed.

The Engagement Specialist will also work with the Access Coordinator to provide ongoing case management services to any active clients receiving services at Thrive Counseling Center. Full-time and Part-time positions available 7 days/week, 24 hours/day. Working onsite during business hours, employees will work overnight and weekend shifts from home, responding to mobile crisis calls as they occur.

Essential Job Functions/Responsibilities

Stabilizes individuals in the community experiencing a crisis

- Providing positive self-disclosure and hope through role-modeling while working in tandem with the crisis responder during mobile crisis response
- Completing all follow-up care within the required time limits including reassessing safety and providing referrals for behavioral health and other needed services

Provide Case Management Services

- Support Thrive clients by connecting them to local resources
- Complete required documentation

Serve as part of the Access team

- Answer calls from individuals inquiring about Thrive's services

- Schedule new client appointments
- Create electronic health record for new clients
- Refer callers to community resources as appropriate
- Assist in managing Thrive's wait list
- Assist with verification of insurance benefits

Training

- Complete regular and ongoing training focused on crisis care and suicide prevention.
- Engage in ongoing supervision learning to use personal experience to support those in crisis and establish meaningful connection with client

Productivity Expectations

- Contributes to the success of the agency by meeting productivity target as determined by the Clinical Program Manager- Crisis/Access Services.
- Contributes to the growth and development of the agency and team.

Accountability

- Reports directly to the Clinical Program Manager- Crisis/Access Services.
- Will adhere to the policies and procedures of the agency.
- Attend weekly team meetings with the Crisis Department
- May attend weekly clinical meetings
- Attend agency-required training

Characteristics

- Flexibility and ability to pivot as daily responsibilities shift without notice
- Healthy self-care practices and the ability to manage in a high-stress environment
- Collaborative and able to give and receive support from colleagues

Qualifications

- Certified Recovery Support Services (CRSS) preferred or must be obtained within 12 months of hire
- Life experience as a consumer of mental health or substance use services
- Driver's License Required

Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to talk and hear.
- The employee is frequently required to use hands to key, handle, or feel and reach with hands and arms.
- The employee is regularly required to sit, stand and walk.
- The employee must occasionally lift and/or move up to 20 pounds.

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.
- The position description should not be construed to imply that these are the only duties, responsibilities, and qualifications for the position. Incumbents may be required to follow

any additional related instructions, acquire related job skills and perform other related work as required.