



POSITION TITLE: Mental Health First Responder

REPORTS TO: Clinical Program Manager – Crisis/Access Services

CLASSIFICATION: Full-time, exempt

COMPENSATION: Commensurate with licensure

BENEFITS: Health Insurance, 401k plan, free parking and clinical supervision

Please submit your resume and an email cover letter to Elaine Phillips at ephillips@thrivecc.org.

Thrive Overview: The 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: Stabilizing individuals within the community who are experiencing crises, promoting accessibility of services to all members of the community and improving the ability of clients to cope with stresses of their environment and make healthy choices.

Essential Job Functions/Responsibilities

Stabilizes individuals in the community experiencing a crisis by:

- Responding promptly and effectively to requests for crisis intervention by the local police departments, community agencies, schools and residents and their family members.
- Assessing, stabilizing and establishing crisis client in a safe situation by choosing the least restrictive environment that promotes continued stability for the client.
- Advocating for the crisis client by coordinating a smooth and orderly linkage to the appropriate community resources such as hospitals, shelters, respite, substance abuse treatment centers, etc.
- Creating a positive image in the community by handling crisis situations in a calm, orderly, and knowledgeable manner.

Promotes accessibility of services by:

- Responding to inquiries with a welcoming attitude and knowledgeable manner.
- Eliciting appropriate client information, including insurance information, determination of fees, and scheduling the initial assessment appointment.
- Verifying insurance information given by client.
- Assigning intakes to available therapists. Every program within the agency is entered through the admissions department and knowledge of all program eligibility requirements and program funding requirements is essential.
- Interfacing with the client concerning third party payor issues such as adjustment of co-pay, payment of deductibles, and re-assessment of eligibility to continue with Agency services.

Improving the ability of clients to make healthy choices by:

- Employing best practice methods of assessment and clinical diagnosis for assigned clients
- Providing individual, family and group therapy based on a complete and up-to-date clinical record.
- Assuring that Mental Health Assessments (MHA), Individual Recovery Plans (IRP), Illinois Medicaid Comprehensive Assessment of Needs (IM-CANS), progress notes, assessment scales including the Locus, Columbia, and Ohio Scales, and all other required clinical documentation is completed as delineated by the accreditation standards/funding requirements.
- Linking clients to other services outside the scope of the agency and acting as advocate for clients with external service providers, as needed.
- Building effective working relationships with referral sources, i.e., police department, hospitals, and other social service agencies.

Productivity Expectations:

- Contributes to the success of the agency by meeting productivity target as determined by the Clinical Program Manager- Crisis/Access Services.
- Will document all services provided according to agency policies, procedures and quality assurance guidelines as measured in the quarterly file audit.
- Contributes to the positive 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.
- Will comply with all licensing standards applicable to position and responsibilities

Qualifications:

- Master's in Counseling or Social Work, LPC/LSW eligible and actively pursuing licensure
- Demonstrate knowledge, skills, and abilities in mental health crisis intervention.
- Ability to obtain certification in CPR and First Aid (within 60 days of employment).
- Working familiarity with Microsoft Office computer applications (Word, Excel.)
- Possession and maintenance of a valid state driver license and documentation of current insurance coverage.
- Ability to interface with agency staff and community systems in a collaborative manner.
- Treatment skills in the areas of mental health assessment, treatment plan development, and individual, family and group counseling with youth and adults.
- Demonstrated ability to engage clients.

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 required to operate vehicles.
- The employee is regularly required to sit, stand and walk.
- The employee must occasionally lift and/or move up to 25 pounds.
- The employee is frequently asked to access non-handicap accessible buildings.
- Specific vision abilities required by this job include close vision and ability to adjust focus.

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.