



Lafayette County Human Services

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Job Title: Emergency Mental Health Coordinator
Hours: Regular Full-Time/40 hours per week; Monday-Friday
Pay Range: \$26.98 - 28.52 per hour, based on experience; plus longevity, if applicable
Department: Human Services
Reports to: Behavioral Health Unit Manager
FLSA: Non-Exempt
Position Purpose: The purpose of the Emergency Mental Health Coordinator position is to serve individuals and groups to promote optimum behavioral health. Participation in an interdisciplinary team providing clinic-based services for children, adults, and elderly with a broad range of behavioral health needs, including, but not limited to: substance abuse, mental illness, severe emotional disturbance (children/adolescent), and serious and persistent/chronic mental illness.

Duties and Responsibilities:

- Provide tracking and oversight related to all emergency mental health assessments, response plans, linkage and follow-up, and crisis plans.
- Complete timely and accurate documentation that meets LCHSD and DQA audit requirements/standards.
- Provide outreach and/or intervention in emergent situations. Provide crisis and emergency counseling intervention, and follow-up in psychological emergencies.
- Maintain communications with crisis contract agencies, law enforcement, hospitals and other providers related to emergency mental health services.
- Provide tracking and monitoring of all emergency detentions, voluntary hospitalizations [as able], and Chapter 51 Commitments and Settlement Agreements.
- Provide emergency assessments, including but not limited to crisis intervention services and jail assessments during regular business hours.
- Provide or arrange education, training, and outreach to both county employees and community partners related to emergency mental health and crisis services.
- In connection with Behavioral Health Unit Manager, ensure adequate orientation and training for staff providing emergency mental health services.
- Implement service evaluation tool and complete corresponding quality improvement report annually.
- Participate in staff meetings, planned supervision, and case consultation meetings.
- Maintain confidentiality of client-related information and maintain respectful treatment of clients.
- Create and maintain annual on-call schedule.
- Create and maintain back-up intake schedule.
- Act in an ethical and educated manner in order to best serve the clientele and department. Use critical thinking to search for answers with an open mind and use information to best serve the present situation.

- Use effective communication. Communicate in clear, concise, and professional manner both in writing and verbally.
- Complete documentation. Document findings, progress, and other information about clientele thoroughly, accurately and timely.
- Provide advocacy and leadership for individuals and families. Advocate for clientele so they are able to obtain appropriate services to meet their need(s), and lead to positive change that helps them live empowered lives.
- Use problem solving techniques to assist clientele in finding solutions.
- Provide assessments. Interview, assess, and evaluate individuals and families who present themselves for treatment or rehabilitation.
- Provide community education, outreach, aftercare, follow-up, and community liaison where appropriate.
- Perform other duties as assigned by Agency Director and/or Behavioral Health Manager.

Qualifications:

- A bachelor's degree in social work, counseling, psychology, a behavioral science or a related field or a bachelor's degree in a field other than behavioral sciences with previous, relevant work experience required.
- At least two years' experience and training in Human Services or related field relevant to emergency mental health services required knowledge, skills, and abilities.
- Graduation from an accredited college or university with an advanced degree (Master level) in social work, guidance and counseling, psychology, or other related field clinical work experience is strongly preferred.

Other Requirements:

- Ability to work flexible hours, including some evening work. Participation in Emergency 24 hour on-call.
- Must possess a valid driver's license.
- Comply with County and Agency policies.
- Adhere to approved professional counselor or social worker principles, methods, and practices, including the American Counseling Association (ACA) or National Association of Social Worker's (NASW) code of ethics.
- Attend staff, unit meetings and supervisory conferences.
- Attend and be involved in workshops, conferences, and in-service training.

Working conditions:

This job operates primarily in a professional office environment. This role routinely uses standard office equipment such as computers, phones, copy machines, filing cabinets, fax machines and printers. Interaction and service provision may also occur in the community and in private residences.

- Ability, in regard to environmental factors such as temperature variations, noise, disease, and/or dust, to work under moderately safe and comfortable conditions.
- Ability to visit environments with a moderate risk for disease or physical harm.

Physical Requirements:

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.

- Requires functional vision and hearing.
- Requires ability to sit for long periods of time.
- Requires manual finger dexterity and eye-hand coordination.
- Must be able to function in an office setting with background noise and distractions.
- Requires clear verbal communication.
- Ability to operate a variety of office equipment including personal computer, telephones, etc.
- Ability to operate a motor vehicle.

Mental Demands:

- Must be mentally adaptable and flexible in dealing with a variety of people to create a positive work environment; may be called upon to handle difficult situations.
- Must be able to deal with a variety of emotions and frustrations; emotional stability and maturity are important attributes in this position.
- Must be able to resolve problems, handle conflicts, and make effective decisions under pressure.
- Must be able to gain new skills and knowledge necessary for performance of essential job functions.
- Must be able to give, receive, and analyze information.
- Must be able to effectively communicate, providing verbal feedback and written documentation in a professional manner.

Judgment and Situational Reasoning:

- Ability to apply principles of information technology and care management organization procedures to perform task.
- Ability to use functional reasoning development in performing activities within systems involving diversified work required significant exercise in judgment.
- Ability to use independent judgments in routine to occasionally unstable or risky situations.

Language Ability and Interpersonal Communication:

- Ability to interpret and comprehend a variety of documents including state policy manuals, local manuals, memos and letters, service provider contracts, state contract requirements.
- Ability to create and maintain a variety of documents including reports, brochures, and handbooks.
- Ability to effectively communicate with consumers and their families/guardians, service providers, professional and clerical staff, and government personnel.

Mathematical Ability:

- Ability to add, subtract, multiply and divide, calculate decimals and percentages.
- Ability to work with mathematical concepts such as probability and statistical inference.

Disclaimer Clause:

Job descriptions are not intended, and should not be construed to be exhaustive lists of all responsibilities, skills, efforts, or working conditions associated with a job; they are intended to be accurate reflections of those principal job elements. It is not intended to limit or modify the rights of any manager to assign, direct and control the work of employees under supervision. Lafayette County retains and serves any or all rights to change, modify, amend, add to or delete from any section of this document, as it deems in its judgment, to be proper. Other duties may be assigned.