



Job Description: Crisis Counselor
Full-Time, Non-Exempt Position

Position Objective: Crisis Counselors provide evidence-informed crisis intervention, suicide prevention, information & referral, and brief supportive counseling to clients who are in emotional distress and/or seeking information on available services. Crisis Counselors interact with clients by telephone, SMS text messaging, and/or web chat.

About MHA-NYC: MHA-NYC's *Here2Help Connect* Division is at the cutting edge harnessing new technologies to expand methods in which consumers can receive clinically sound behavioral health services. *H2H Connect* operates 14 different crisis hotlines, including the National Suicide Prevention Lifeline, the national Disaster Distress Helpline, and the NFL Life Line, as well as New York City's LifeNet and New York State's HOPEline for addictions. *H2H Connect* continues to grow as new managed care arrangements and new technologies make it possible to reach more people in distress through more channels. *H2H Connect* already serves over 10,000 people every month and is in rapid expansion mode. *H2H Connect's* Central Access and Referral Service is part of our continued commitment to enhance access to mental health services.

Major Duties and Responsibilities:

- Provide evidence-informed crisis intervention and suicide prevention support, and brief supportive counseling to callers who are in emotional distress
- Conduct assessments of clients in accordance to program policies & procedures
- Utilize resource referral database to provide information and referral assistance to callers seeking mental health and substance abuse services
- Manage interactions with clients to ensure appropriate level of support is provided in efficient manner
- Adhere to policies & procedures for each service offered by program
- Accurately and efficiently document client interactions
- Meet or exceed established key performance indicator goals
- Utilize telephone, SMS texting, and/or web chat to interact with clients

Required Skills:

- Valid NYS license
- Fluency in the English language, both oral and written
- Courteous, empathic, and professional manner
- Motivational interviewing
- Active listening skills to establish working alliance with clients

- Efficiency with information-gathering, and problem-solving to facilitate resolution of client inquiries
- Superior communication skills to convey information to clients clearly, accurately, and completely
- Ability to maintain professional demeanor when handling crisis and abusive calls
- Efficiency with balancing pace and flow of conversation and call time

Qualifications:

A Master's Degree in Psychology, Social Work or related field, plus at least one year of experience in healthcare contact center and/or in mental health counseling. Crisis intervention and/or mental health information and referral services experience a plus. Applicants should be comfortable working independently and as part of a team in a collegial group environment. License preferred. National Provider Identification number required by date of hire; instructions for securing NPI number will be provided.

How to Apply:

Interested applicants should submit resume and cover letter to Nikki Hoang at NHoang@mhaofnyc.org

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.