



## **Job Description: Counselor (Master's Level)**

Full-Time, Non-Exempt Position

**About MHA-NYC:** MHA-NYC's contact center is embarking on an exciting new initiative to connect individuals to mental health services when, where and in the manner that best meets each caller's needs. This initiative will result in significant staff opportunities over the next several months. The contact center currently provides crisis intervention and information and referrals to over 10,000 people every month and we expect this number to continue to grow.

**Position:** This is an ideal position for individuals who are interested in helping others and making a contribution to their community. Master's-Level Counselors provide evidence-informed crisis intervention, suicide prevention, information & referral, brief supportive counseling, and follow-up services to individuals who contact the NYC Support program in emotional distress, particularly those at high risk for suicidal and/or homicidal thoughts and behaviors. Master's-Level Counselors interact with clients by telephone, SMS text messaging, and/or web chat. The position provides an opportunity to gain a wide range of clinical skills, and knowledge of the expanding field of behavioral health. MHA-NYC provides excellent benefits.

### **Major Duties and Responsibilities:**

- Provide evidence-informed information and referral, brief supportive counseling, crisis intervention and suicide prevention support to callers and/or chat/text visitors who are in emotional distress
- Conduct assessments 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
- Provide follow-up to high-risk callers reporting suicidal and/or homicidal thoughts and behaviors
- Manage interactions 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:**

- Fluency in the English language, both oral and written
- Fluency in the Spanish language and/or Cantonese & Mandarin languages (oral required, written optional) preferred
- Courteous, empathic, and professional manner
- Motivational interviewing
- Active listening skills to establish working alliance with callers and/or chat/text visitors
- Efficiency with information-gathering, and problem-solving to facilitate resolution of inquiries
- Superior communication skills to convey information clearly, accurately, and completely
- Ability to maintain professional demeanor when handling crisis and other difficult contacts
- Efficiency with balancing pace and flow of conversation and call time
- Strong work ethic and ability to work well in a team setting

### **Qualifications:**

A Master's Degree in psychology, social work or related field required, and valid NYS license to practice. Additional experience working in healthcare contact center and/or in mental health counseling strongly preferred. Applicants must be comfortable working independently and as part of a team in a collegial group environment. Bilingual skills (Spanish/English or Cantonese/Mandarin/English) are preferred. National Provider Identification number required by date of hire; instructions for securing NPI number will be provided.

Interested applicants should submit resume and cover letter to Florence Kirley at [careers@mhaofnyc.org](mailto:careers@mhaofnyc.org). **Please put "Counselor (Master's Level)" in the subject line of your email.**