

**JOB TITLE: MOBILE OUTREACH INTAKE WORKER**

**Department: Emergency Mental Health Response Services (EMHRS)**

**Reporting Manager: Program Supervisor**

**Position Status: Full-Time**

**Classification Level: Non-Exempt**

**Revised: May 2021**

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**POSITION SUMMARY:** The Mobile Outreach Intake Worker of the Emergency Outreach and Trauma Response Program is responsible for providing intake services and telephone follow-up for referrals to the Emergency Outreach and Trauma Response Program. The primary goals of this program are client safety, suicide prevention, and hospital diversion. Other tasks relating to these goals are assigned as needed.

**Essential Functions of the Position Include, But Are Not Limited to:**

- Complete intakes, including call acceptance, response to referral sheets, intake assessment, scheduling, and documentation of same.
- Provide telephone follow-up for individuals referred to the program, as well as collaterals associated with cases.
- Compilation of faxing received from satellite office as well as compilation of referrals from the Assisted Outpatient Treatment Program.
- Provide telephone lethality monitoring for clients referred to the program.
- Complete all required charting, casework, documentation, and computer entry, on a timely basis.
- Maintain a working knowledge of the mental health and human service system in Erie County in order to provide appropriate referral and linkage for clients served.
- Attend and participate in all required training, staff meetings, and case conferences, as indicated by program managers.
- Assist in providing coverage in other agency programs in emergency situations or staff shortage situations as required by agency managers.
- Engage in agency or community projects or work groups that contribute to the agency and/or program mission, as assigned by program managers.
- Engage in supervision on a regular basis.
- Maintain and increase skills in the field through trainings in the agency and/or community.
- Provide marketing and/or educational presentations to the community, or training to other agency staff, as assigned by program managers.
- Assist in the training of new staff and students, as assigned by program managers.
- Participate in the Metropolitan Medical Response System (MMRS) as a disaster worker should the need arise.
- All other duties assigned by program managers.

**Position Qualifications:**

- **EDUCATION:** Bachelor's degree in social work, psychology, or other human service related field.
- **EXPERIENCE:** One (1) year of supervised experience providing services in a mental health or human service setting.
- **SKILLS:**
  - Problem-solving and decision-making skills.
  - Professional verbal and written communication skills.
  - Excellent organizational skills, with great attention to detail.
  - High level of interpersonal skills.

**Position Requirements and Working Conditions:**

<b>Physical Activities</b> <i>Check all that apply</i>	<b>Frequency</b> <i>(N)Never, (O)Occasionally or (C)Constantly</i>
Ascending or descending stairs and the like.	<b>O</b>
Remaining in a stationary position, often standing or sitting for prolonged periods.	<b>C</b>
Moving about to accomplish tasks.	<b>O</b>
Communicating with others to exchange information.	<b>C</b>
Repeating motions that may include the wrists, hands and/or fingers.	<b>C</b>
Travel to meet with various stakeholders.	<b>O</b>
Assess risk, detect risk factors for site safety purposes through being aware of surrounding environment, individuals, noises, observations, etc.	<b>O</b>

<b>Environmental Conditions</b> <i>Check all that apply</i>	<b>Frequency</b> <i>(N)Never, (O)Occasionally or (C)Constantly</i>
Low temperatures.	<b>N</b>
High temperatures.	<b>N</b>
Outdoor elements such as precipitation and wind.	<b>N</b>
Noisy environments.	<b>N</b>
Hazardous conditions.	<b>N</b>
Poor ventilation.	<b>N</b>
Small and/or enclosed spaces.	<b>N</b>
No adverse environmental conditions expected.	<b>C</b>

<b>Physical Demands</b> <i>Check only one</i>	<b>Frequency</b> <i>(N)Never, (O)Occasionally or (C)Constantly</i>
Sedentary work that primarily involves sitting/standing.	<b>C</b>
Light work that includes moving objects up to 20 pounds.	<b>O</b>
Medium work that includes moving objects up to 50 pounds.	<b>N</b>
Heavy work that includes moving objects up to 100 pounds or more.	<b>N</b>

**EEO STATEMENT:**

Crisis Services is an Equal Opportunity Employer and considers all candidates for employment regardless of race, color, national origin, religion, sex, age, disability, citizenship, pregnancy, military status, marital status, sexual orientation, or any other characteristics protected by law.