

JOB TITLE: MOBILE TRANSITIONAL SUPPORT (MTS) COUNSELOR

Department: Emergency Mental Health Response Services

Reporting Manager: Program Supervisor

Position Status: Full-Time

Classification Level: Non-Exempt

Revised: June 2021

POSITION SUMMARY: The Mobile Transitional Support Counselors of the Emergency Mental Health Response Services Program are responsible for providing mobile clinical interventions to individuals recently released from inpatient psychiatric care where community based clinical services are largely not available and care management may not be immediately available and crisis outreach is also not appropriate, but where clinical intervention and peer support would help to facilitate a lowering of the individual's acute distress to avoid an emergency department presentation, or further escalation of symptoms that may result in an interruption of community tenure. The primary goals of this program are client safety, emergency department diversion, and secure linkage to ongoing outpatient mental health service.

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

- Provides short-term, intensive clinical interventions with a small, rotating caseload of individuals with serious and persistent mental illness after release from the ECMC and the Buffalo Psychiatric Center.
- Works in partnership with a mental health peer to deliver services efficiently and effectively.
- Provides on-site engagement with clients while inpatient, prior to release.
- Provides on-site home visits and telephonic clinical interventions for individuals upon inpatient release and until client is securely linked with outpatient mental health treatment.
- Provides assessment to determine suicide lethality or dangerousness to others, mental status, and other behavioral, cognitive, and/or affective indicators as required; refer to a higher level of care (ie: Mobile Outreach) when necessary.
- Maintains a working knowledge of the mental health and human service system in Erie County in order to assist with appropriate referral and linkage for clients served, and network and collaborate effectively with providers within this network.
- Attends and participate in all required training, staff meetings, and case conferences, as indicated by the MTS Program Supervisor or Program Director.
- Assists in providing coverage in other agency programs in emergency situations or staff shortage situations as required by agency managers.
- Engages in supervision on a regular basis.
- Maintains and increases skills in the field through trainings in the agency and/or community.
- Provides marketing and/or educational presentations to the community, or training to other agency staff, as assigned by the MTS Program Supervisor or Program Director.
- Assists in the training of new staff and students, as assigned by a supervisor.
- Assumes on-call and back-up responsibilities, consistent with program needs and collective bargaining agreement.
- Participates in the Metropolitan Medical Response System (MMRS) as a disaster worker should the need arise.
- Secures and maintains all necessary certification and professional licensing, as dictated by profession.
- Performs a maximum of 144 on-call consultant hours per month as assigned by Program Supervisor/Program Director and as stipulated in CWA collective bargaining agreement.
- Performs all other duties as assigned.

Position Qualifications:

- **EDUCATION:** Master’s degree from an accredited college or university plus licensure in Social Work (LMSW or LCSW) **OR** licensure in Mental Health Counseling (LMHC) required.
- **EXPERIENCE:**
 - Minimum one (1) year of supervised professional experience (pre- or post-graduate) providing direct services to individuals in a mental health setting.
 - Experience working with individuals with severe and persistent mental illness.
 - Experience with a variety of clinical intervention techniques, such as cognitive-behavioral therapy (CBT), solution-focused brief therapy, crisis intervention, motivational interviewing, conflict resolution therapy, anxiety reduction techniques, anger management techniques, and dialectical behavior therapy (DBT),
- Valid NYS driver’s license is required with a clean driving record and access to reliable automobile.
- **SKILLS:**
 - Strong knowledge of mental health dynamics and effects, public awareness and crisis prevention and intervention services.
 - Knowledge of suicide practices and procedures preferred. Superior knowledge of HIPAA laws/regulations with regard to protected health information; code of ethics, confidentiality and privacy principles.
 - Knowledge of practices and principles of empowerment in seeking necessary resources for clients and facilitating coordination of services.
 - Excellent problem-solving, conflict management, organizational and time management skills.
 - Effective verbal, written and interpersonal communication with clients, supervisor, staff, and other departments.

Position Requirements and Working Conditions:

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

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

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

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.