

Mental Health

Position Title: Overnight Crisis Call Specialist (Service Coordinator II)

Job Title: Overnight Crisis Call Specialist (Service Coordinator II)

Organizational Unit: Johnson County KS -> Mental Health -> MNH-Crisis Services

Location: County Communications Center - Olathe, KS 66061 US (Primary)
Johnson County - KS US

Position Grade: 15.15 Non-Exempt

Pay Range (actual pay depends on qualifications): \$23.30 - \$31.53

Employment Category: Fulltime-Regular (40 hrs, Full Benefits)

Work Schedule: This overnight position requires the availability to work 7 pm to 7 am shift on weekdays, weekends and some holidays. Crisis Line Specialists will work seven 12-hour shifts every fourteen days.

Job Description: Johnson County Mental Health Center is looking for a **Crisis Call Specialist** to join our 988 Crisis Team that provides mental health crisis services to our community primarily by phone. JCMHC has supported a 24/7 crisis line for over 30 years and recently became a member of the National Suicide Prevention Lifeline Network (988). The intent for the 988 phone number is to prevent suicide, divert individuals from hospitals and law enforcement contact, and support individuals in navigating resources to meet their needs.

This team will be embedded in Johnson County's 911 dispatch center. Along with technology and care coordination advantages, the collaboration with 911 dispatch will provide us the opportunity to divert unnecessary fire, paramedic and law enforcement responses. The 988 Crisis Team Clinician will work closely with Johnson County's first responders.

JCMHC believes everyone can learn change and grow as human beings. Our role is to provide hope and promote recovery using a strength's approach. It is important for the qualified candidate to understand and reflect these values. We are always looking for great candidates – first review of applications will begin on 2/3/22.

The 988 Crisis Team is a 24/7/365 team working 12 hour shifts (7a-7p and 7p-7a). This overnight position requires the availability to work 7 pm to 7 am shift on weekdays, weekends and some holidays. Crisis Line Specialists will work seven 12-hour shifts every fourteen days. Eight hours of overtime pay is included during each two-week pay period.

Duties Include:

- Answers 24-hour crisis line providing empathic and compassionate support.
- Triage for suicide risk and other safety related concerns, assess needs to include making least restrictive level of care recommendations, and coordinate care for citizens of Johnson County, law enforcement officers, hospitals, and other community agencies.
- Conducts outreach calls to individuals identified in need of support.

- Completes assessments of youth at the Juvenile Intake Assessment Center who are experiencing a mental health crisis. Assessments are conducted via phone or tele-video conferencing.
- Develops complex intervention plans to address the clinical needs of individuals; collaborates with JCMHC teams and other community agencies to advocate and partner for individuals' needs; collaborates with other providers in the development, implementation, and review of intervention plans.
- Oversees acquisition and forwarding of all necessary documentation for individuals requiring voluntary or involuntary hospitalization.
- Completes and submits documentation regarding services provided and assists with data collection in support of program goals.

Job Requirements: Bachelor's degree in Human Services or related field, one year of related work experience, and a valid driver's license with acceptable driving record.

Experience may be substituted for degree. Education may be substituted for experience.

Johnson County Government requires reference/background screening for all positions.

Physical, Environmental, and Special Working Conditions: All County employees may be called upon to assist other departments in a declared emergency situation.

Driving Status: Intermediate (5% to 25%)

Category: Health, Welfare, and Social Services

[Apply on Johnson County Government website at https://tinyurl.com/jocomnh-jobs.](https://tinyurl.com/jocomnh-jobs)

About Johnson County Mental Health:

Join us in assisting Johnson County residents on the journey to recovery.

Johnson County Mental Health Center is a department within the Johnson County, Kansas Government. We serve county residents living with a mental illness including adults and young adults, children with serious emotional disturbance, as well as individuals with a co-occurring substance abuse disorder. Additionally, services are provided to those individuals who are experiencing acute psychological distress that may result in an intensive level of service such as hospitalization.

Some of the services provided by JCMHC include:

- mental health services for adults, young adults, and children in both crisis and non-emergency situations
- individual and group therapy
- 24-hour crisis line management by licensed clinicians
- forensic services for children and adults
- family functional therapy
- residential and outpatient substance use services for adults and adolescents
- prevention services and community education
- psychiatric medication services and on-site pharmacy
- mental health co-responders embedded within local law enforcement agencies

- vocational services

Working at Johnson County Mental Health Center is not just a job - it's an invitation to positively impact the community every day. We are a department within the Johnson County, Kansas Government with over 4,000 employees and enjoy a robust benefits package that includes many different health care coverage options as well as dental, vision, disability and life insurance for eligible employees. Eligible employees receive 10 paid holidays per year plus 3 floating holidays, sick pay, and vacation. Johnson County Government employees participate in the Kansas Public Employees Retirement System (KPERs), a state-wide defined benefit retirement plan that provides a monthly benefit upon retirement, and we participate in a points-based wellness program with fitness credits that can be used at over 160 area facilities. For more information about benefits & wellness visit our website.

Johnson County Government is a values-based organization that empowers all employees, regardless of title or position, to exercise leadership. We believe that everyone has something to contribute and a voice to be heard. Johnson County Mental Health Center is proud of our strengths-based and trauma-informed approaches to all relationships, both with clients and with each other.