



Position Title: Clinician, Provident Crisis Services (PCS)

Responsible To: Manager, PCS

Effective Date: August 5, 2019

Position Summary:

Provident, Inc. is proud to meet its mission statement each and every day: “Building brighter futures through exceptional behavioral health services, especially for those with the greatest need.”

Provident’s Crisis Services team (PCS) provides immediate telephone 24/7 suicide and crisis intervention services assistance including clinical assessments, when warranted, to determine and implement appropriate level of care and service to all callers. Due to the nature of the work schedule, flexibility and reliability are essential. Furthermore, being a team player is also critical as a Clinician.

Provident’s Life Crisis Services team (PCS) receives around 28,000 calls a year from individuals in crisis. In 2014, Provident won the Outstanding and Excellent Suicide Prevention Program award from the American Association of Suicidology, for our “Feeling Kinda Blue” website (www.feelingkindablue.com). Provident also won the National Alliance for Mental Illness RESPECT Award in 2014 for demonstrating the utmost respect for individuals living with mental illness or mental health needs.

Job Requirements and Qualifications:

Minimum Required Education:

Master’s in Social Work, Counseling, or related mental health field

Minimum Required Experience:

2 plus years’ experience in mental health field

Preferred Education:

Master’s in Social Work, Counseling, or related mental health field

Preferred Experience:

3-5 years’ experience in mental health field

Licenses/Certifications:

Licensed Professional Counselor (LPC) or Licensed Clinical Social Worker (LCSW)

Other Skills Required:

- Experience proficiently handling inbound call volume in a call center environment that demand providing a high level of service within standardized and time constraints
- Manages call times in an efficient and responsible manner. Able to finesse ambiguous situations presented by challenging callers.

- Performs high quality clinical assessment with excellent customer service skills. Displays courtesy and sensitivity when conducting telephone triage interviews with clients that are experiencing problems.
- Able to integrate data from information gathered during initial assessment to formulate an accurate needs and suicide assessment
- Create a mutually agreed upon plan of action or appropriate intervention that is focused on reducing symptomatology while utilizing the appropriate level of care
- Able to assess, evaluate, and document the level or lack of access to support systems and community resources that will influence treatment planning
- Understands and is sensitive to personal values and beliefs expressed through gender, cultural, age, ethnic, spiritual, developmental, and sexual diversity
- Good interpersonal, analytical, problem-solving, organizational, and time management skills
- Able to prioritize responsibilities, meet deadlines and fulfill program responsibilities
- Excellent oral and written communication
- Able to maintain confidentiality of client information and develop an action plan.
- Able to meet all compliance standards for all call logs or caller records
- Complete sixty hours of crisis intervention training including ASIST at Provident (if not already completed)
- Maintain positive disposition; remain enthusiastic, dependable, reliable and professional
- Superior written and oral communication skills; maintain confidentiality
- Leadership - able to effectively lead and positively influence others
- Ability to adapt to changing priorities and situations; willing to learn new skills; able to manage time and work demands
- Organizational - ability to manage time and work demands; ability to manage multiple tasks at once
- Feedback - receptive to feedback that acknowledges strengths and addresses areas for growth

Responsible To:

Manager, PCS

Supervisory Responsibilities:

Clinicians are responsible for supervising assigned Crisis Workers, Case Managers, Crisis Intervention Specialists, volunteers, and practicum students.

Working Conditions / Environment:

- Required office hours with some ability to work from home.
- Rotating work schedule, requiring clinical shifts that involve days (7am – 3pm), nights (3pm -11pm or 11pm-7am), and an on-call shift, weekends and occasional holidays.

Essential Duties and Responsibilities:

- Effectively triage calls and answer all calls while on your crisis or clinical shift
- Work a minimum of three clinical shifts weekly and additional shifts as needed
- Deliver services by establishing and maintaining a rapport, assessing client needs, developing a treatment plan and preparing case records according to agency guidelines
- Assure quality of service by being knowledgeable of community resources; internal agency resources, groups and programs; agency guidelines and mission; legal and ethical requirements of profession, agency and governing body; and implement them where applicable
- Complete and maintain all statistical data and documentation according to agency guidelines and legal requirements necessary for treatment and program accountability

- Maintain harmonious working relationship with the agency and with sponsoring and advisory groups (United Way) by cooperating with agency research projects, presenting at staff development and practice seminars, and participating in educational and marketing events
- Develop and enhance personal skills by attending and participating in agency in service trainings, weekly crisis team meetings, continuing education and personal growth experiences
- Conduct one component of training for new crisis workers. Crisis worker trainings are held multiple times a year
- Conduct community education presentations on crisis intervention/suicide prevention and intervention
- Provide, when called upon, relevant experience for supervision of a project and/or a student practicum, lead or co-lead group activity, participate in special agency events, contribute to the efficient structure of office operations. Conduct one component of training for new crisis workers, at each training session
- Attend training on working with problem gamblers when offered
- Deliver specialty services to appropriate clients (chemical dependent, compulsive gambling, and other mental health clients) through the modalities of assessment, individual counseling, group, family and couples counseling

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

To apply, please send your resume and cover letter to:

Email: jobs@providentstl.org

US Mail: Provident, Inc.
Attn: Human Resources
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