



Position Title: Crisis Intervention Specialist- Part-Time

Responsible To: Provident Crisis Services Supervisor and Associate Supervisor

Effective Date: March 1, 2020

Position Summary:

Provident Behavioral Health 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 (PCS) department provides 24/7/365 crisis intervention and suicide prevention services. Our Crisis Services department is responsible for answering calls from many different hotlines including the National Lifeline.

Crisis Workers answer incoming calls, assess for suicide, and provide necessary support and resources to individuals in need. Crisis Workers also provide follow-up calls for those who have expressed thoughts of suicide and are assessed as High or Immediate High Risk for suicide. Additionally, Crisis Workers are also responsible for monitoring the Feeling Kinda Blue website, which provides support for individuals with depression and other mood disorders.

Crisis Worker Requirements and Qualifications:

Minimum Required Education:
High School Diploma or Equivalent
Crisis Workers must be 18 or older

Minimum Required Experience:
No experience is necessary
Crisis Workers will complete approximately 80 hours of training before being cleared to work on the crisis line.

Preferred Education:
Some experience or knowledge of the mental health field

Other Skills Required: see examples below

- Ability to integrate data from information gathered during crisis calls to formulate an accurate assessment
- Ability to work collaboratively with callers to create a plan of action
- Ability to multitask efficiently and remain calm under pressure
- Ability to express genuine empathy, care, and concern for each caller
- Demonstrate flexibility and ability to work hours that need coverage
- Ability to work well as a member of a team, effectively communicating with other crisis workers and staff
- Exercises cultural competence and understands and is sensitive to personal values and beliefs expressed through gender, culture, age, ethnicity, spirituality, and sexual diversity
- Excellent oral and written communication skills
- Proficient in typing and navigating an online database
- Complete 80 hours of classroom, hands-on, and online training
- Ability to maintain a positive disposition, remain enthusiastic, dependable, reliable, and professional

Working Conditions / Environment:

Available shifts include:

Provident Crisis Services answers calls 24/7/365. An appropriate candidate would need to be available to work the shifts below. Some shifts are broken into 4-hour blocks at the discretion of the Supervisors.

8-hour shifts: 7am-3pm, 3pm-11pm, 11pm-7am

All shifts will be worked from the crisis room at Provident's St. Louis City Location:

2650 Olive St.
St. Louis, MO
63103

Essential Duties and Responsibilities:

- Work between 16-24 hours a week
- Deliver services by establishing and maintaining rapport, assessing caller needs, developing a safety plan, and documenting each call
- Effectively answer each call on shift
- Participate in monthly supervision for one hour with assigned supervisor
- Maintain clinical skill set by completing online trainings as assigned by the PCS Supervisors

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.
2650 Olive Street
St. Louis, MO 63103
Attn: Human Resources