

North Central Behavioral Health Systems, Inc.

Position: CCBHC Urgent Care Crisis Counselor- Ottawa

Salary: \$18.00 (Exact salary calculation is made based on education and experience)

Hours: 8:30AM- 5:00PM (Rotating on call)

Position Summary

The Crisis Counselor provides behavioral health crisis intervention, treatment planning, brief case management, and supportive services within the Behavioral Health Urgent Care. Working collaboratively with the Peer Support Specialist, Urgent Care Team Lead, and other treatment providers, the Crisis Counselor delivers timely, community-based behavioral health care.

Essential Duties and Responsibilities:

- Respond to walk-in requests for behavioral health/substance use crisis support.
- Provide trauma-informed crisis counseling and intervention services.
- Utilize standardized screening and clinical assessment tools to determine level of risk and appropriate interventions.
- Utilize evidence-based de-escalation techniques to stabilize individuals experiencing acute behavioral health symptoms.
- Support individuals and families in identifying immediate needs, coping strategies, and available supports.
- Complete accurate and timely documentation of all services provided and contacts made.
- Collaborate with clients, families, support systems, and community partners to determine appropriate next steps and ongoing treatment needs.
- Participate in a rotating on-call schedule to ensure 24-hour, 7-day-per-week crisis coverage (Receive additional compensation for on-call coverage and call-out responses in accordance with agency policy).
- Participate in clinical supervision, staff meetings, training, and quality improvement activities.
- Maintain required certifications, licensure, and continuing education requirements.

***Perform other duties and responsibilities as assigned. .

Qualifications

- Bachelor's degree or higher in Social Work, Psychology, Counseling, Family Therapy, or related Human Service field.
- Bachelor's Degree in like field with 2+ years' experience in a Behavioral Health setting
- High School Diploma **AND** 5 years' experience in a clinical role in a Behavioral Health setting

- Prior experience in crisis intervention preferred.

Knowledge, Skills, and Abilities

- Knowledge of behavioral health and substance use disorders.
- Ability to assess risk and respond effectively in crisis situations.
- Strong verbal and written communication skills.
- Ability to remain calm and effective during high-stress situations.
- Ability to establish rapport with individuals and families experiencing crisis.
- Ability to work independently and as part of a multidisciplinary team.
- Proficiency with electronic health records and documentation systems.

Benefits

- Competitive pay based on qualifications, experience, and credentials (starting at \$22.00 per hour).
- Generous full-time benefits package including:
 - Health Insurance
 - Dental Insurance
 - Vision Insurance
 - Long-Term Disability Insurance
 - 401(k) Retirement Plan
 - Paid Time Off (PTO)
 - Paid Holidays
- Agency-paid benefit contribution of approximately 90%.
- Additional compensation for after-hours on-call coverage and call-out responses.
- Shift differential opportunities.
- Ongoing training and professional development opportunities.
- Opportunity to make a meaningful impact within the community through crisis intervention and recovery-oriented services.