

SEDGWICK COUNTY JOB DESCRIPTION

Embedded Crisis ICS III

Working Title:	Embedded Crisis ICS III	Work Location:	714 N. Main
Position Number:	20003016	Expected Hours of Work:	Varied Hours
Classification:	Integrated Care Specialist III; Grade DS 7	Driving Position: Yes / No:	Yes
Reports to (position):	Sr. Social Worker Supervisor	Number of staff supervised:	0
Date Revised:	10/23/2022	Job Code:	30001633

Job Summary (Major objectives of this position. Why does the job exist?)

Work as part of a team providing crisis intervention to meet the needs of members of the community and Certified Community Behavioral Health Clinic (CCBHC) patients who are in crisis. This includes answering emergency calls with a suspected or confirmed mental health crisis component and entering information into the Computer Aided Dispatch system. Assess current level of dangerousness for patients who report a psychiatric crisis by phone, provide crisis case management services applying CCBHC practices as needed, and support suicide prevention efforts in the community while upholding the mission and vision of COMCARE of Sedgwick County.

Regular, reliable, and non-disruptive attendance is an essential job duty, as is the ability to create and maintain collegial, harmonious working relationships with others. Employee must be able to complete complex tasks by applying standard office policies, authorized instructions, and past precedents to achieve a desired outcome. Employee must quickly recognize emergency or sensitive situations and take appropriate action. Critical decision making and the ability to think through the consequences of a decision are essential in this position.

Primary Job Functions (List three job categories with specific tasks listed)

Direct Service.

- Provide direct service to patients in responding to telephone calls on multiple crisis intervention phone lines while concurrently documenting calls.
- Question callers using the Columbia Suicide Severity Rating Scale.
- Engage callers using evidence-based practices to support de-escalation and safety planning.
- Make appropriate referrals to other agencies or departments as required
- Remain logged into the phone system, in an available status, to receive emergency calls.
- Other duties as assigned by supervisor.
- Manage distraught or psychotic patients who are in need of structure; monitor gross psychological and physical functions of patients.
- Conduct risk assessments as needed to address safety of patients.
- Contact service providers to request and arrange services; coordinate and monitor services rendered
- Create and initiate plans to ensure patients attend mental health appointments
- Other duties as assigned by supervisor.

Documentation.

- Complete all progress notes in accordance with CCBHC and COMCARE guidelines which meet requirements for medical necessity, goal-directed treatment and client response to treatment within prescribed timelines.
- Enter information into the Computer Aided Dispatch (CAD) system using outlined criteria applicable to the emergency being reported.
- Documentation meets minimum Medicaid standards for content and quality.
- Completes Notes for Record to ensure the completeness of the medical record.
- Completes call logs to ensure important information is available to other providers.
- Complete documents prior to ending shift with or on behalf of the client.

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General Administrative Duties.

- Attend regularly scheduled staff meetings and other activities as assigned.
- Identify sources of information needed to provide comprehensive mental health treatment and secure the necessary COMCARE consents to release information. Submit necessary referral forms to team supervisor for approval or assignment in Psych Consult
- Complete all necessary forms for admission and/or discharge for Crisis Stabilization Unit patients
- Ensure all needed documentation and forms are completed and up-to-date for assigned SCOAP patients
- Complete shift reports
- Notify treatment providers of client admission to Crisis Stabilization Unit

Secondary Job Functions (list no more than five)

Specialized Activities.

- Spend time coordinating and assisting with a special program or project at CIS, which enhances or aids in the delivery of services to mental health consumers.
- Project assignment is negotiated between supervisor and employee and may include but not be limited to completing scheduled phone welfare checks and follow-up calls, crisis attendant care, scheduling activities. .

Professional Development.

- Participate in individual supervision.
- Complete trainings as assigned.

Competencies (Select five from Core Competency list and specify Behavioral Indicators specific to position)

**Collaboration/
Relationship Building**

Establishes rapport and personal connections, while maintaining professional boundaries. Builds constructive working relationships with patients/consumers, other work units, community organizations and others to meet mutual goals and objectives. Behaves professionally and supportively when working with individuals from a variety of ethnic, social and educational backgrounds.

Behavioral Indicators:

- Helps and supports fellow employees in their work to contribute to overall organizational success.
- Shares information and own expertise with others to enable them to accomplish group goals.
- Takes into account the organization as a whole when making decisions. Separates one’s own interests from organizational interests in order to make the best possible judgments for the organization.
- Finds areas of agreement when working with conflicting viewpoints and opinions.

Communication

Clearly conveys and receives information and ideas through a variety of media to individuals or groups in a manner that engages the listener, helps them understand and retain the message, and invites response and feedback. Ensures appropriate stakeholders are kept informed and that information shared is accurate and timely. Demonstrates good written, oral and listening skills.

Behavioral Indicators:

- Comprehends written and oral information and direction and takes appropriate action.
- Communicates intentions, ideas and feelings openly and directly.
- Consistently delivers accurate, clear, and concise messages orally and/or in writing to effectively inform an audience.
- Listens attentively to the speaker and actively asks questions to confirm understanding and avoid miscommunications.
- Asks open-ended questions that encourage others to give their points-of-view and is approachable at all times and appropriately expresses one’s own opinion.

Detail Oriented

Ensures information is complete and accurate; follows up with others to ensure that agreements and commitments have been fulfilled. Follows process steps as outlined in

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	standard operating procedures. Reviews materials to ensure they are accurate, clear, and concise. Performs follow-up to ensure quality of work product and/or actions completed.
Behavioral Indicators: <ul style="list-style-type: none"> • Provides information on a timely basis and in a usable form to others who need to act on it. • Maintains a checklist, schedule, calendar, etc., to ensure that small details are not overlooked. • Follows policies, procedures, and safety and security measures in using various equipment. • Completes all reports and documents according to procedures and standards. • Takes necessary actions to produce work that requires little or no checking. 	
Resilience	Adapts quickly to change and easily considers new approaches. Remains flexible and open to new ideas and encourages others to value change. Understands changes in work tasks, situations, and environment as well as the basis for change. Thinks and acts effectively under pressure. Persists towards solutions and goals in changing circumstances. Overcomes obstacles to achieve results.
Behavioral Indicators: <ul style="list-style-type: none"> • Responds positively to change, embracing and using new practices or values to accomplish goals and solve problems. • Adapts approach, goals, and methods to achieve solutions and results in dynamic situations. • Copes well and helps others deal with the ongoing demands of change; sees and shows others the benefits of change. • Recovers quickly from setbacks, and finds alternative ways to reach goals or targets. • Manages change in a way that reduces the concern experienced by others. Clarifies priorities when leading change. 	
Time Management	Shows ability to plan, schedule, direct work or self and others. Balances task requirements and individual abilities; organizes materials to accomplish tasks; sets high standards and well-defined, realistic goals for one's self. Displays a high level of effort and commitment towards completing assignments in a timely manner; works with minimal supervision and is motivated to achieve.
Behavioral Indicators: <ul style="list-style-type: none"> • Identifies more critical and less critical activities and tasks; adjusts priorities when appropriate. • Effectively allocates own time to complete work; coordinates own and others' schedules to avoid conflicts. • Takes advantage of available resources (individuals, processes, departments, and tools) to complete work efficiently. • Uses time effectively and prevents irrelevant issues or distractions from interfering with work completion. 	
Supervisory Responsibilities (Provide title of employee managed and the number of employees)	
N/A	
Minimum Qualifications as defined by classification	
Educational Requirements: Bachelor's degree or be equivalently qualified by work experience or a combination of work experience in the human services field and education, with one year of experience substituting for one year of education.	
Years of Experience: If no degree is present, applicant may substitute each one year of experience for one year of education.	
License, certifications, etc... Must have a valid Kansas Driver's license and current proof of automobile insurance. Must be able to safely operate a motor vehicle and meet driver qualification standards as set forth in Sedgwick County's Fleet Vehicle Operation and Usage policy. Meet the specifications as outlined in the CMHC/CCBHC licensing standards and pass KBI, SRS child abuse check, adult abuse registry, and motor vehicle screens. Must complete orientations provided by Sedgwick County and COMCARE.	

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Preferred Qualifications	
Educational Requirements:	
Years of Experience:	
License, certifications, etc...	
Physical Requirements & Working Conditions (must be directly tied to Essential Functions)	
Physical Activity of position	
<ul style="list-style-type: none"> Talking. Expressing or exchanging ideas by means of spoken word. Those activities in which they must convey detailed or important spoken instructions to individuals accurately, loudly or quickly. Hearing. Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication and to make the discriminations in sound. Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers. Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling. Walking. Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another. 	
Physical Requirements of Position	
<ul style="list-style-type: none"> Sedentary work. Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. 	
Visual Acuity Requirements	
<ul style="list-style-type: none"> The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; viewing a computer terminal; extensive reading; and using measurement devices. 	
Work Environment / Conditions Employee will be subject to	
<ul style="list-style-type: none"> None. The employee is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work). May work in adverse conditions. Fast-paced environment and may occasionally work with combative emotional consumers. 	
Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.	
Signatures	
Supervisor:	Date:
Employee signature below constitutes employee's understanding of the requirements, primary functions and duties of the position.	
Employee:	Date:

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