



Crisis Services Coordinator

DEFINITION:

This position is designated as an essential position and the employee's presence at work is required to assist the agency and/or division in meeting its operational needs. This position is not eligible to work remotely.

SUPERVISION.

The position is supervised by the Program Manager of Crisis Services.

DUTIES AND RESPONSIBILITIES:

- Supervises mobile crisis staff and mental health technicians working in Edmond URC.
- Coordinates daily administrative duties, including schedules and patient care for mobile crisis teams as well as URC.
- Coordinating patient admissions, transfers, and discharges.
- Provides various therapeutic interventions as needed to assist clients in identifying and overcoming barriers in their lives that may hinder them from reaching their immediate goals.
- Provide services therapeutic services that are recovery focused, co-occurring capable, culturally competent, welcoming, and attentive to the needs of the individuals who may have experienced trauma in their lives.
- Attends meetings and works in collaboration with various community partners including but not limited to: Oklahoma City Police Department, Oklahoma court system, Department of Mental Health and Substance Abuse Services (DMHSAS), Oklahoma County Crisis Intervention Center (OCCIC), and other inpatient hospitals or crisis centers.
- Serves as a backup for mobile crisis response teams
- Responsible for maintaining strictest confidentiality guidelines for interactions regarding client and family information.
- Responsible for assigned staff within designated treatment team and overseeing the following: the assignment of staff duties; oversight of workload and productivity of program staff; staff compliance with agency policies and procedures; approving timesheets and travel claims; conducting employee performance evaluations, and facilitation of treatment team consultations.
- Responsible for ongoing quality management of all documentation by staff and providing retraining in current procedures and requirements to ensure that all staff meet core competencies.
- Maintains positive working relationships with community partners and referral sources in the agency and the community.
- Maintains clinical records in a timely manner as required by agency, state and federal funding sources and accreditation authorities. Completes all required forms and maintains same in a manner consistent with requirements.
- Returns phone calls and pages promptly and check and respond to email daily. Serves as back-up during staff absences to ensure uninterrupted services to consumers.
- Performs other duties as required and/or assigned by Program Manager, Director and/or Executive Staff.

POSITION REQUIREMENTS:

Master's degree in psychology, social work, or other related human services field. Licensure in the State of Oklahoma in one of the mental health disciplines is required.

This position requires a high degree of flexibility and efficiency. Must display proficiency in the MS Word processing software and intermediate general computer skills. Must demonstrate good interpersonal skills and the ability to effectively communicate verbally with English-speaking patients. Employee must have excellent written and oral communication skills. Must be able to move about facilities freely. Casual professional dress is required with adherence to dress code requirements.

Must have access to reliable transportation. Local travel is required. Must possess and provide verification of valid Oklahoma driver's license during employment with NorthCare. Must maintain and provide verification of current automobile liability insurance including uninsured motorist coverage.

Must complete all NorthCare required training within 30 days of employment with NorthCare. Must have TB test within 12 months prior to employment with NorthCare or obtain within 30 days of employment with NorthCare.

NorthCare employee is responsibility for adhering to any and all laws, professional standards and ethical codes that apply to his/her job responsibilities.

BENEFITS/PERKS:

- Competitive salary
- Recharge days for immediate use upon hire for full-time employees
- Paid Holidays
- Paid Time Off
- Retirement 403(b) with employer contribution (no employee match required)
- Educational and Training stipend
- CEU's and trainings
- Medical, dental and vision insurance options with ZERO Card benefits
- Flexible spending accounts for Health Care and Dependent Care Expenses
- MDLive (company paid)
- Employee Assistance Program (EAP)
- Cell Phone stipend
- Mileage Reimbursement

To Apply please click the link below:

[Crisis Services Coordinator](#)