



**JOB DESCRIPTION:
Crisis Psychotherapist
Revised 6/20/2011**

3900 WEST BROWN DEER ROAD, SUITE 200
BROWN DEER, WI 53209
PHONE: 414.540.2170 • FAX: 414.540.2171
WWW.SHOREHAVENBHI.COM

1. Title of Position and Supervisor
Title: Crisis Psychotherapist (CP)
Administrative Supervisor: President
Case Supervisor: Licensure Supervisor for job-holder's profession, Rapid Response Team clinical supervisor
2. Assigned organizational unit (e.g., department)
Crisis Services - Rapid Response Team
3. Job summary or overview, including job classification
 - ★ This is an exempt position which may be salaried or commissioned or a combination, full or part time (no less than 50%) .
 - ★ The full time Crisis Psychotherapist provides emergency assessment, crisis counseling, case management, and brief follow-up care to patients who present to emergency rooms [or other emergency services] with psychiatric/behavioral problems.
 - ★ Patients include adults and children, AODA cases, dual disorders cases, CMI cases, and families.
 - ★ Follow up with patients to determine and improve their follow through for community services.
 - ★ Build and maintain the RR Team, its crucial relationships with payers and emergency departments.
4. Position qualifications (experience, skills, education, license)
 - ★ Masters` degree (minimum requirement) in behavioral science, social work, psychiatric nursing, or counseling. A person without a Masters degree will not be considered.
 - ★ Experience with severe and persistent mental illness, child and adolescent counseling, AODA, crisis services, systems therapy, and brief therapy helpful.
 - ★ Skills in individual and family assessment.
 - ★ Must have a car, a valid drivers license, and \$100000/\$300000 auto insurance, cell phone (smart phone is helpful).
 - ★ Must have malpractice insurance paid through Shorehaven's policy.
 - ★ Able to work independently within the guidelines of the program.
 - ★ Able to assess adults, children and families for mental health and case management needs, including basic knowledge for making a psychodiagnosis.
5. Major duties and responsibilities
 - ◆ Provide in-home therapy and/or case management full time, although part-time employees [minimum 20 hours] are also welcome.
 - ◆ The full time Crisis Psychotherapist provides emergency assessment, crisis counseling, case management, and brief follow-up care to patients who present to emergency rooms [or other emergency services] with psychiatric/behavioral problems. Patients include adults and children, AODA cases, CMI cases, and families.
 - ◆ Maintain a high standard of care consistent with SBH standards, certification/licensing board standards, and the legal and ethical standards of the appropriate professional organization (AAMFT, ACA, APA, NASW). Even if you are not a member or qualified to join these organizations, you as a professional are bound by the code of the ethics of the profession.
 - ◆ Apply up-to-date treatment skills, and follow through conscientiously.
 - ◆ Accept clinical supervision as required under DHS 35, DHS 75, and Ch 440 and Ch 457 from

Consulting Psychologist and Licensure Supervisor. Participate in clinical staffings, utilize consultation and supervision.

- ◆ Complete files in timely, legible, thorough fashion. The CP documents clinical information promptly and communicates it with the health plan rapidly..
- ◆ Work closely with care coordinators, case workers
- ◆ Connect with physicians, POs, and other persons associated with the patient, both for coordination of care and for marketing the SBH in-home program.
- ◆ Maintain a positive awareness AND POSITIVE REGARD for SBH with ER personnel, POs, MDs, Special Education teachers, School Social Workers and Counselors, Assistant Principals, Care Managers, and others in the ecosystem in order facilitate referrals to SBH.
- ◆ Bill for services in a complete and timely manner
- ◆ Willing to work a 'second shift' or late shift schedule and a weekend schedule
- ◆ Excellent communications with care managers, team members, and others involved with cases
- ◆ Philosophy of continuous improvement
- ◆ The CP uses up-to-date skills in *psycho-diagnosis (e.g., DSM), case management, brief and emergency psychotherapy, crisis psychotherapy, brief family therapy (e.g., solution-focused brief therapy, family crisis intervention), AODA assessment, trauma assessment and early trauma intervention, suicide assessment, and motivational interviewing.*
- ◆ The CP makes contact with the ER within 10 minutes of being alerted and arrives in the ER within one hour of being alerted.
- ◆ The CP assesses the patient for psychiatric, case management, and other needs, and works to connect the patient with resources to manage these needs.
- ◆ The CP procures applicable releases and consents.
- ◆ The CP is a student of Motivational Interviewing, Crisis Psychotherapy, DSMIV, AODA screening and referral, SFBT, Wellness Recovery Action Plans.
- ◆ The CP will work with many resources in the eco-system or community of each patient/family in order to plan to connect the patient with resources to help...
 - ★ Reduce the risk of future use of the ER or IP.
 - ★ Develop a more functional ecosystem.
 - ★ Develop more functional intrapsychic, attachment, affective, behavioral, and cognitive systems.
 - ★ Connect patient/family to programs, supports, and resources in the environment.

6. Accountability and Benchmarks - Crisis Counselor

You are hired not merely to perform a job function, but because we believe your skills will make those job functions an effective, integral, and important part of the growth of your department and SBH and contribute to the welfare of your colleagues, our patients, and the community.

You will be making a contribution to the profitability from which you and your team members will benefit.

Every duty and expectation is your contribution to the welfare of the entire team, the company, yourself, and the welfare of your clients.

Customers for Your Job Functions:

Clients – to enhance the well-being, health, quality of life, and lifestyle functioning of clients

Referral Sources – to think of SBH as the premier, 'go-to' provider, to make their work easier because they know they can rely upon Shorehaven

Supervisor – to contribute to the department team as well as anyone can, to honor the wisdom and experience of your supervisors and consultants

Company – to maximize productivity and billable client hours, documentation is timely

Yourself – to work here on your career development and job-satisfaction to make this your long-term career job

Community – to contribute to the well-being and health of the community

DUTIES	ACCOUNTABILITY/BENCHMARK
<p>Assessment. To complete screenings and assessments accurately and competently Comprehensive rapid screen for mental health problems, AODA problems, Family systems, etc</p>	<p>Benchmark: Each screening is thorough, with all paperwork completed within 48 hours, clients competently assessed</p> <p>Data: Chart review, Supervision reports</p>
<p>Documentation. Contact professionals associated with the patient, with patient’s written permission; acquire past records; coordinate care. Procure and document all authorizations for cases. With patient, complete treatment plan. Document all contacts with and about the client and complete all required records in a timely manner, including discharge, following program policies.</p>	<p>Benchmark: The “low level case management” is completed for each case. Treatment & case plans reflect behavioral, thoughtful approach. Discharge client charts within 3 days of final appointment. <u>100% match between billing dates and documentation.</u></p> <p>Data: Chart review.</p>
<p>Clinical. Orient new patients to the proposed treatment/program. Provide brief and emergency individual and family counseling and case management to high professional standards of skill and effectiveness.</p>	<p>Benchmark: 85% positive outcomes</p> <p>Data: Discharge summary reviews. Client satisfaction surveys. Client outcome ratings. Evaluation by Supervisor and self-evaluation. No complaints filed by clients.</p>
<p>Consultation and Referral. Staff cases with program consultation team, supervisor, PhD, MD, as appropriate to the case. Arrange appointments for patients, as indicated. Refer for additional or alternative services, as indicated. Work collaboratively with supervisors and team members. Transfer cases in ethical manner</p>	<p>Benchmark: Staff all cases per Medicaid and DHS35/DHS75 standards. Participate in team building, strategic planning, and assignments. Make appropriate referrals.</p> <p>Data: Evaluation by Supervisor and self-evaluation. Chart audit to verify case management activities.</p>
<p>Professional. Accept supervision and training. Maintain certifications, including completion of continuing education requirements. Follow the requirements of program policy manual. Set and follow-through on learning goals. Progress on a licensure/certifications as expeditiously as possible. Maintain a professional, collegial manner at all times. <u>Complete any required CEUs in timely manner</u> Develop skills and competencies.</p>	<p>Benchmark: All licenses and certifications are applied for at the earliest opportunity, renewed before expiration. All continuing education requirements are met or exceeded. Set and complete annual learning goals. No ethical or professional complaints.</p> <p>Data: Staff personnel file audit. Evaluation by Supervisor and self-evaluation. Attend & contribute to staffings, peer review, departmental meetings, staff meetings</p>
<p>Corporate and Programmatic. Arrive at Emergency sites within program guidelines. Complete follow up care within program guidelines. Assist in marketing and program development as directed by your supervisor.</p>	<p>Benchmark: Contribute ‘leads’ through contacts arising out of personal and case contacts. Attend exhibits, meetings. “Go the extra mile” to develop the program. 95% attendance at ER within guidelines.</p> <p>Data: Report of lead development. Evaluation by Supervisor and self-evaluation. Feedback from emergency services. Chart/progress note audit.</p>

