

**Job Title: Inquiry Crisis Specialist (6c)**

**Department: Support/Emergency**

**Reports to: Manager of Support in consultation with Manager of Crisis Services**

**Effective Date: July 1, 2023**

**Job Summary:** Provides screening and scheduling of services for clients/others requesting initial intakes, as well as provides crisis assessment for walk ins or back up to daytime crisis. Effectively completes document of events and schedules appointments.

**Duties/Responsibilities:**

1. Triage calls to determine which individual has immediate needs for services.
2. Responds to emergency walk-ins at LaSalle office when necessary.
3. Makes referrals when appropriate to other agencies.
4. Responds to inquiries about agency services from prospective clients and referral sources.
5. Accepts referral information involving non-open clients from referral sources, hospitals, probation, courts.
6. Makes determination of appropriateness for services
7. Completes Inquiry and Client information forms on callers requesting services and schedules initial intake.
8. Connects caller to Client Accounts Department for determination of potential source(s) of fee payment.
9. Attends meetings, training and supervision as required by role.
10. Able to identify crisis, assess and determine dx and level of care. Completes documentation as required.

*\*Performs other related duties as assigned.*

**Required Skills/Abilities:**

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with electronic health record and Computer programs
- Knowledge and understanding of criteria for services and service delivery

**Education and Experience:**

- Bachelor's degree in social service field; or five years' experience working in behavioral health
- Experience and training in crisis intervention

**Physical Requirements:**

- Prolonged periods of sitting at a desk and working on a computer.

- 25% of time spent walking or standing
- Travel required for crisis at times

If interested, please submit resume to [hr@ncbhs.org](mailto:hr@ncbhs.org)