

# Lutheran Family Services Position Description

**Position Title:** Therapist II (LMHP) – Crisis Response Douglas County

**Paygrade:** I **Effective Date:** November 20, 2009

**Reports to:** Program Supervisor – Crisis Response Douglas County **Appointed By:** Program Supervisor – Crisis Response Douglas County

**Region:** Eastern Region **Location:** Various – As assigned in Eastern Region

**FLSA Status:** 0 Non-Exempt 0 Exempt; see Compensation Agreement

## **LFS Mission Statement:**

Lutheran Family Services expresses God's love for all people by providing quality human care services that build and strengthen individual, family and community life.

## **LFS Values:**

Respect all people, families and communities. The pursuit of excellence is achieved through the education of staff and the celebration of diversity, collaboration and change. Integrity, accountability and teamwork are values that guide our communication and work in a manner that upholds the Agency's reputation and Christian value base.

## **Job Purpose:**

Provide crisis response and behavioral health assessment for law enforcement crisis response calls, and coordinate referrals to The Salvation Army, Emergency Community Support program and others based on client need.

## **Essential Job Duties:**

### Service Delivery

- Provide emergency crisis coverage 24/7 to law enforcement officers on site of 911 call for adults and youth exhibiting behavioral health crisis.
- Provide on-site consultation and referral coordination for adults/youth while on-site with law enforcement.
- Refer to post-crisis follow-up services and programs (The Salvation Army Emergency Community Support, Urgent Care).
- Integrate cultural considerations into services delivery.
- Develop and maintain a positive working relationship with Douglas County law enforcement agencies.
- When on-call, calls from law enforcement must be answered within 2 minutes, and be on-site with law enforcement within 30 minutes of receiving the initial call.

### Record Keeping

- Maintain accurate, written clinical records of services provided per established agency/COA and program standards.
- Maintain documentation of training for licensure and Agency required Essential Learning and supervision with clinical supervisor/supervising practitioner, when applicable.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge, skills, and abilities required of individuals so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties and responsibilities.

Community and Church Relations

- Maintain positive working relations with Douglas County law enforcement and The Salvation Army, Emergency Community Support staff and appropriate public and private human services organizations.

Professional Growth and Development

- Participate in regular supervision sessions for the purpose of training, reviewing crisis calls, discussing crisis intervention strategies to maximize program effectiveness.
- Continue personal and professional growth and development through reading, research, workshops, seminars and other strategies that will broaden knowledge on therapeutic approaches and de-escalation techniques for youth and adults in crisis.
- Attend and participate in local, regional and statewide staff meetings as assigned for the purpose of supervision, team building, program planning and collaboration.
- Participate in agency and program required training.

Professionalism and Confidentiality

- Keep all client names, information and other Agency business confidential.
- Guard client confidentiality on crisis calls, and in handling of client contact and referral records.
- Maintain all record security procedures.
- Maintain professional relationship and demeanor with law enforcement and client/client families.

Interpersonal Relationships

- Maintain a positive respectful demeanor in all contacts with staff and the public.
- Work to build positive productive relationships with all crisis response and post-crisis response providers.

Other

- Other duties as assigned.

**Job Requirements:**

- Master's degree from an accredited college in a human service program that provided preparation for professional counseling.
- Licensure as a mental health practitioner in the state of Nebraska.
- Knowledge and experience in de-escalation techniques for clients in mental health/behavioral health crisis.
- Excellent written and verbal skills.
- Demonstrated understanding of and ability to work with persons of diverse cultural backgrounds.
- Valid vehicle operator license, proof of liability insurance and ability to drive for Agency business.
- Transportation that ensures timely response to person in crisis and law enforcement.
- Personal convictions which are compatible with the philosophy service delivery service.
- Commitment to the mission of Lutheran Family Services.

Hiring Manager Signature \_\_\_\_\_

Date \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Director Human Resources \_\_\_\_\_

Date \_\_\_\_\_

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