

Living Room Crisis Support Staff-QMHP

Job Description

Description: Living Room staff are responsible for day-to-day operation of Living Room; creating an accepting, welcoming environment for guests experiencing mental health crisis to stabilize, tap into coping skills, build resilience and avoid future hospitalization. Crisis Support Staff work in tandem with the Certified Recovery Support Specialists. QMHP Living Room staff are additionally responsible for completing intake and exit assessment of Living Room guests.

Job duties include but are not limited to:

- Responsible for day-to-day operations of the Living Room: creating an accepting, welcoming, environment for individuals experiencing mental health crisis; greeting and orienting guests to the Living Room—giving a tour, offering food, learning guests' initial needs and what brought them to the Living Room, etc.
- Offer activities to meet guests' needs; help guests access coping techniques, restore sense of stability, purpose and hope;
- Assist guests in establishing achievable short-term goals, crisis recovery planning, and building tools to proactively avoid future crises and hospitalizations;
- Utilize evidence-based practices as applicable, including Harm Reduction, Wellness Recovery Action Plan (WRAP), and Trauma Informed Care;
- Work as a team with other Living Room staff. Participate in shift transition and team meetings. Participate in supervision with Team Leader;
- Collaborate with other community entities re: referring guests; law enforcement and emergency services personnel as necessary;
- Communicate safety concerns about guests' well-being to other staff, Team Leader and/or Program Director;
- Document services provided in a timely manner in keeping with expectations of RSSI and Living Room grant;
- Answer Living Room Crisis Line and encourage use of Living Room and/or other appropriate crisis services;
- Complete follow up calls, gather Living Room Program evaluations;
- Maintaining the confidentiality of guests' information in any written, oral, or electronic form including, but not limited to, health information, HIV/AIDS status, and disability information. Releasing such information only as needed and with the proper release from the guest unless mandated by law;
- Reporting all incidents of abuse, and/or neglect as required by state law.

Additional duties not listed may be required depending upon the need of guests and at the discretion of your supervisor. May be required to work flexible schedule, including evenings and weekends; may be required to be on-call to complete telehealth or face-to-face intake and exit assessment.

Requirements: Qualified candidates will have master's degree in social work, counseling, mental health or qualifying related field. Experience with Harm Reduction techniques and crisis intervention is desired. Completion of 100-hours of Recovery Support Specialist training is necessary within 1 year of hire.

Job Types: Full-time, Part-time

Pay: \$36,000.00 - \$40,000.00 per year (or hourly equivalent if part-time)

COVID-19 considerations:

We provide PPE for staff and participants as well as hand sanitizer.

COVID-19 testing is required every two weeks during paid work hours.

