

Living Room Crisis Support Staff-Telehealth QMHP

Description: The Living Room is 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, including the Telehealth QMHP, work in tandem with Recovery Support Specialists in a non-hierarchical manner. Telehealth QMHP Living Room staff are responsible for completing intake and exit assessment of Living Room guests via telehealth. Telehealth services are defined as audio and/or video real-time interactions.

Job duties include but are not limited to:

- Respond immediately for guest intake & exit assessment;
- Complete intake & exit assessments with guests in a conversational manner, guided by principles of trauma informed care;
- Foster environment that encourages guests to explore their needs and how to meet them in the space;
- At intake, assess guests' capacity to use space safely; at exit, assess and assist guests with safety planning in larger community;
- 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;
- If a guest is unable to safely be in the space, collaborate and refer to entities such as EMS and CPD through 911 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;
- 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.

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: Part-time

Pay: \$100 stipend/shift

COVID-19 considerations:

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

Living Room staff are healthcare workers and prioritized for the covid-19 vaccination accordingly.