

KENOSHA HUMAN DEVELOPMENT SERVICES, INC.

3536 52nd Street
Kenosha, WI 53144



Division/Department:	Crisis and Stabilization Services		
Location:	Crisis Prevention Center		
Job Title:	Crisis Counselor		
Reports To:	Crisis Program Manager		
Type of position:	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Contractor <input type="checkbox"/> LTE <input type="checkbox"/> Part-time <input type="checkbox"/> Intern		Schedule: 40 hours per week, 3rd shift, four days a week (flexible)

POSITION SUMMARY

The Crisis Counselor provides walk-in, telephone and mobile interventions to individuals experiencing a mental health emergency. This position also provides the client linkage and follow-up to community resources.

RESPONSIBILITIES

1. Crisis intervention for Kenosha County:
 - a. Respond in timely manner to caller; prioritize calls as necessary
 - b. Determine need for phone or on-site intervention and respond accordingly
 - c. Perform assessment and ascertain elements of crisis and degree of danger/urgency involved; obtain assistance as needed
 - d. Defuse immediate crisis reactions; collaborate with involved parties to develop safety plan, advocate as needed and facilitate outcome
 - e. Provide supportive listening, feedback, information and referral
 - f. Respond to local detention facilities for suicide assessment of targeted inmates
2. Refer/provide authorization for county-funded services as appropriate
 - a. Consult with ER staff when voluntary placements need to be funded by Kenosha County
3. Assess/provide emergency psychiatric inpatient hospital authorization when deemed appropriate
 - a. Assist law enforcement in determining the need for involuntary inpatient care
 - b. Present alternatives when suitable i.e., safety planning
 - c. Assess and assist in determining suitable placement for voluntary detox of substance addicted persons
4. Assess/refer/admit to KARE Center for crisis stabilization and/or to defer emergency hospital admissions
 - a. May provide facilitating services (such as transportation) as needed
5. Respond to crime scenes as requested by Law Enforcement
 - a. Assist police as requested and instructed
 - b. Assist in defusing victims and witnesses
 - c. Provide referrals/immediately needed services
 - d. Create short term safety plans for victims and witnesses involved, facilitate as needed
6. Perform individual employee requirements for continuing education and clinical supervision as required for agency statecertification
 - a. Maintain accurate record of task completion
7. Perform other work as required by the Emergency Mental Health Services Supervisor
8. Promptly complete all required documentation for work as described above

PROFESSIONALISM

1. Conduct oneself in a professional manner
 - a. Maintain the confidentiality and other rights of participants, families and staff and follow HIPPA Guidelines for all verbal and written communication
 - b. Problem-solve difficult situations in a timely manner
 - c. Manage difficult or emotional consumer situations by responding promptly to needs, requests for assistance and services
 - d. Give, receive and act upon feedback from supervisors and co-workers in an appropriate manner
 - e. Maintain professional boundaries with consumers and co-workers at all times
 - f. Understand cultural diversity and have respect for others' values and culture
 - g. Attend training as requested by supervisors
 - h. Other tasks as assigned by supervisors

QUALIFICATIONS: Bachelor's degree required.

1. Excellent verbal and written communication skills
2. Ability to observe, interpret, assess, and document human behaviors
3. Ability to maintain active pace for up to an eight-hour shift
4. Professional attitude, strong work ethic, ability to work independently and to maintain solid, personal boundaries
5. Upon hire, must complete minimum of 40 hours training
6. Ability to effectively communicate, both written and verbally, in the English language
7. Must have reliable transportation and valid driver's license with good driving record
8. Must carry own auto insurance with at least 100,000/300,000/100,000 coverage
9. Ability to maintain records and document case notes daily
10. Ability to give and accept feedback as a part of a team
11. Ability to traverse within the workspace and community frequently
12. Be willing to learn and work with the treatment philosophies
13. Bilingual in Spanish a plus

*If you are interested, please apply online at www.khds.org by **November 24th, 2023***

Follow the [Employment Opportunities](#) link to apply

For questions regarding the application process, please contact HR staff at:

jroman@khds.org or 262-764-8555

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