DISTINGUISHING FEATURES OF THE CLASS:

This is a senior-level clinical and supervisory position within the Department of Mental Health responsible for leading therapeutic services and overseeing staff in a 24/7/365 crisis call center. The incumbent provides clinical leadership, direct staff supervision, training and administrative oversight of shift operations while also engaging in direct crisis intervention services via phone and text. The role ensures compliance with 988 certification requirements, supports staff development, coordinates emergency responses, and contributes to ongoing quality improvement and reporting. Work includes scheduled shift coverage and participation in an on-call rotation for after-hours clinical consultation and crisis support. This position differs from Helpline Crisis Counselors I and II due to its supervisory responsibilities and advanced clinical responsibilities. It operates under the general supervision and direction of higher-level clinical mental health professionals.

TYPICAL WORK ACTIVITES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude assignment of activities not listed which could be reasonably expected to be performed by an employee in this title.

1. Provides clinical supervision to Helpline Crisis Counselors I and II, including call reviews, feedback sessions, and performance appraisals for assigned team members;
2. Conducts monthly quality improvement reviews of recorded calls and text transcripts, submitting evaluations via quality improvement platforms to meet 988 minimum requirements;
3. Delivers real-time supervision during active crisis situations, including 9.45 emergency pickup order requests, and coordination with the Director of Community Services and/or designee;
4. Assists with onboarding, training, and platform setup for new staff;
5. Coordinates with outside agencies, law enforcement, 911 dispatchers, and mental health providers for safety planning and care continuity;
6. Compiles and submits staffing patterns, service data, and compliance reports to OMH, 988, and county agencies;
7. Assists with reaccreditation processes, including data collection and documentation for the American Association of Suicidology (AAS);
8. Analyzes call and text data to support reporting, compliance, and quality improvement for OMH, 988, and the Department of Mental Health;
9. Participates in the on-call rotation as assigned, providing after-hours clinical support and consultation as needed;
10. Supports clinical decision-making across shifts and communicates with administrative staff regarding emergent issues;
11. Assists in the formulation and execution of policies and procedures related to maintaining professional standards in crisis and social work services.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Comprehensive understanding of the underlying causes of mental, emotional, and social challenges, along with expertise in therapeutic interventions and treatment modalities; strong clinical judgment and counseling expertise across diverse populations; skilled in crisis intervention, substance use treatment, and navigating community mental health resources; shows initiative, professionalism, tact, and empathetic engagement with challenging populations; ability to supervise, train, and evaluate staff with effectiveness and empathy; good knowledge of web-based platforms, data systems and word processing software; ability to maintain up-to-date knowledge of therapeutic interventions, treatment modalities, and developments in the mental health field; ability to organize

work effectively; ability to maintain records; ability to communicate effectively, both orally and in writing; ability to work as a member of a team; ability to establish satisfactory relationships with others; ability to relate empathetically to a potentially difficult client population; personal characteristics necessary to perform the duties of the position; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

EITHER: (A) Licensed by the New York State Department of Education as a Licensed Clinical Social Worker or as a Licensed Mental Health Counselor with Diagnostic Privilege and one (1) year of full-time paid supervisory experience in a clinical mental health setting;

OR: (B) Master's degree in Psychology, Social Work, Mental Health Counseling, Education or related field plus two (2) years of full-time paid supervisory experience in a clinical mental health setting;

OR: (C) Bachelor's degree in Psychology, Social Work, Mental Health Counseling, Education or related field plus three (3) years of full-time paid supervisory experience in a clinical mental health setting;

OR (D) An equivalent combination of education, training and supervisory experience within the the limits of (A) and (C) above.

NOTE: Your degree or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

SPECIAL REQUIREMENT:
Possession of a valid Driver License to operate a motor vehicle in New York State at the time of application and to maintain the position.

FINGERPRINTING: A fingerprint supported background investigation is required before an appointment is made to some positions. Pursuant to New York State Executive Law, the Division of Criminal Justice Services requires that a fee accompany each such request for a search. It is due once a job offer is made and accepted by the applicant.

COUNTY USE ONLY:

BARGANING UNIT: CSEA	**JURISDICTIONAL CLASSIFICATION: Competitive**
GRADE: 17	**FLSA Code: OT Exempt**
REVISION HISTORY: 5/14/26, 7/1/26	