



**DUTCHESS COUNTY
CLASS SPECIFICATION**

HELPLINE CRISIS COUNSELOR II

DATE ADOPTED:
3/31/2023

LAST REVISION:
4/11/2023

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DISTINGUISHING FEATURES OF THE CLASS:

This is a professional supervisory position in a 24/7/365 crisis counseling, information, and referral call center. The position involves telephone/texting crisis counseling and coordination of crisis intervention services to adults, adolescents, and children in emotional distress. The position includes answering crisis calls/texts and emergency bridge phones and collaborating with 911 dispatchers and law enforcement. The incumbent is also involved in assisting callers in developing safety plans, in triaging referrals to the Mobile Crisis Intervention Team, and in expediting requests for 9.45 emergency involuntary pick-up orders/coordination with the Director of Community Services. This position differs from the Helpline Crisis Counselor position in that it has shift supervisory and training responsibilities. The position also involves providing centralized pre-intake 24/7 and completion of required paperwork and electronic documentation prior to end of every shift. Employees are required to work shifts which may cover day, night, holiday, and weekend hours.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbent in this title include those listed below in addition to those typical work activities performed by lower-level titles in the series. They are 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 a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Answers calls that come into the HELPLINE call center and 988, gathers information about the caller/situation, responds with appropriate clinical response, and logs all calls in electronic data base prior to end of shift;
2. Coordinates with other service providers, family, emergency response, and initiates law enforcement welfare checks as necessary;
3. Provides onboarding and training to all new employees as well as on-site supervisory support to the Helpline Unit; makes clinical decisions and contacts on-call administrative staff when necessary;
4. Exercises autonomous decision making and reports notes to next shift supervisor and clinical program manager at the end of each shift;
5. Engages in texting conversations through web-based software (ie, iCarol) at HELPLINE, completes summary in software at completion of each conversation, and may need to complete an additional electronic log if necessary to convey clinical information to contract agencies confirmed to be working with caller;
6. Triage referrals to Mobile Crisis Intervention Team, Stabilization Center and Trauma Team for additional assessments/linkages to services and resources;
7. Provides general information about programs and treatment options for individuals and families and serves as an after hours resource for individuals needing additional support at the request of the treatment provider.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of the factors which contribute to mental, emotional, and social maladjustment and of therapeutic techniques to treat those affected; good knowledge of the principles and techniques of counseling; good knowledge of personality development; knowledge of software packages for word processing to produce



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memos and letters; ability to plan, direct and supervise the work of others which includes clinical decision making, training and onboarding of new staff; ability to organize work effectively; ability to maintain competency and to keep abreast of latest developments in the mental health field; ability to relate sympathetically to a potentially difficult patient population; ability to maintain records; ability to communicate effectively, both orally and in writing to a wide variety of people, including children; ability to work as a member of a team; ability to establish satisfactory relationships with others; ability to work on web-based software platforms; 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 Master Social Worker or as a Licensed Mental Health Counselor and one (1) year of paid work experience in a helpline crisis call center, mobile crisis team, or a national suicide hotline;
- OR: (B) Master’s degree in Psychology, Social Work, Mental Health Counseling, Education or related field and two (2) years of paid work experience in a helpline crisis call center, mobile crisis team, or a national suicide hotline;
- OR: (C) Bachelor’s degree in Psychology, Social Work, Mental Health Counseling, Education or related field and three (3) years of paid work experience in a helpline crisis call center, mobile crisis team, or a national suicide hotline;
- OR: (D) An equivalent of education, training and experience between 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 REQUIREMENTS:

Possession of a valid driver license to operate a motor vehicle in New York State at time of application and to maintain position.

COUNTY USE ONLY:

BARGAINING UNIT/GRADE: 16		JURISDICTIONAL CLASSIFICATION: COMPETITIVE	
EEO Category: Professionals	FLSA Code: OT Eligible	WC Code: 8833 – Health Care Professional	NYSLRS Job Code: 04500E – Office staff
REVISION HISTORY:			