

BENTON COUNTY POSITION DESCRIPTION

CLASSIFICATION		BAND	GRADE	SUBGRADE	FLSA STATUS
Health Care Professional		C	4	2	Exempt
POSITION TITLE: Crisis Specialist (QMHP)			POSITION#:		
☐ New ☒ Revised		Date:	05/13/2025		
SERVICE TYPE:		AFSCME			
Employee Name:		Department:	Behavioral Health	Supervisor:	Behavioral Health Services Manager
FTE:	1.0	Employment Status:	Regular Full Time		

Position Summary:

The Qualified Mental Health Professional provides recovery oriented, crisis and therapeutic case management to serve individuals in crisis. This position may provide specialized services such as responding with law enforcement, depending on area of assignment. As a Qualified Mental Health Professional, you will be a member of a collaborative team whose primary duties include providing mental health services to individuals experiencing a crisis. Services will be provided in the community, partnering agencies such as the hospital and the jail, and in county facilities including the crisis center. This position will provide resources and referral options to individuals experiencing a mental health crisis. Percentage of time spent in each major functional area will depend on area of assignment.

Essential Duties:

No.	Major Functional Area (MFA)	% of Time
1	MFA: Clinical Screening, Assessment & Crisis Intervention/Resolution Essential Duties: - Respond to consumer request for services. - Determine the nature of a service request by a client or agency. - Provide assessment (initial diagnosis, change in function as a result of symptoms, impact on ability to function, potential for self-sufficiency, risk, strengths and availability of community resources). - De-escalate crisis; screen for severity; provide pre-crisis planning. - Assist individuals to access self-help and community resources. - Convey consistent high expectations for recovery at every level of practice - Provide situational counseling, - Demonstrate fundamental knowledge-based care to assigned clients in accordance with standards of practice and regulations. - Assess appropriateness for treatment at BCMH, based on understanding of funding sources and eligibility for services. - Identify and provide short-term, realistic goals and treatment interventions and provide follow-up as needed. - Respond to crisis calls as part of a team, including a 2-person mobile crisis response team, and/or participate in a 24/7 2-person mobile response team. - Operate County vehicles to transport clients.	

2	MFA: Therapeutic Case Management and Counseling Essential Duties: • Assist consumers to secure entitlements. • Assist clients to identify and reduce barriers, obtaining housing, vocational opportunities and medical treatment. • When appropriate, work with psychiatrist to coordinate care and monitor client responses and needs (particularly with regards to psychotropic medications and side effects). • Provide individual and group counseling and skill building programs. • Provide training and education service to providers. • Provide outreach to clients in the community (check welfare, ensures safety, encourages community involvement, employment, schooling, social activity and other activities). • Teach life skills and provide direct client support to promote health, safety, and stability. • Develop and maintain case management and community services as resources for clients.	
3	MFA: Client Services Support and Documentation Essential Duties: • Write assessments and clinical formulations for assigned clients according to agency timelines and standards. • Documents services within the electronic health record system and/or other required forms according to agency timelines and standards. • Actively engage clients in recovery plan development and modification as need based on client presentation and need. • Create outcome-based recovery plans that facilitate both the clinician and client recognizing when the intervention is complete. • Submit accurate and timely records for billing • Schedule routine appointments and manage schedule to assure ability to address emergent issues in a timely manner.	
4	MFA: Specialty Functions Essential Duties: • Act as a liaison to the Regional Acute Care Unit at Good Samaritan Hospital, and other. • Monitor and supervise individuals who are under the jurisdiction of the Psychiatric Review Board. • Monitor and supervise individuals who are committed and on a “trial visit.” • Coordinate and Triage with clinical staff collaboratively or as needed to maximize patient care. • Ensuring the safety of residents by monitoring them during activities and responding to any accidents or injuries immediately.	
	And other duties as assigned.	
Percentages should total 100%		100%

Special Requirements:

Driver's License is required.
Spanish/English bi-lingual proficiencies preferred but not required.
Master's degree in Social Work, Counseling or Psychology, Licensed LCSW, LPC, and PsyD preferred

Physical Requirements:Physical Demands

While performing the duties of this job, the employee is regularly required to stand, walk, move, talk, hear, and manipulate equipment, as well as lifting and moving objects, equipment and supplies. The employee must occasionally lift and/or move up to 25 pounds. Lifting up to 40-50 pounds may occasionally be required, depending on the specific style or type of care provided. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Working Conditions

The employee works in well-lighted, clean environments. The noise level in the work environment is quiet to moderate. May work evenings or weekends. **Check the following that applies to this position:** The employee may occasionally: ☒ work with angry or hostile clients or members of the public, ☒ work with toxic substances and biohazards, and ☒ exposure to infectious illnesses.

Emergency Preparedness:

Benton County is committed to emergency preparedness planning and implementation, and disaster recovery. In the case of a Health Department, County, State, Federal or other emergency or disaster, this position may be called upon to assist in responding. This may require the assignment of additional responsibilities, depending on the circumstances. These responsibilities could include unscheduled temporary changes in work schedule and/or work duties, including evenings and weekends, work relocation, overtime, working with other community agencies such as the local Fire Department, hospitals, the Red Cross and other emergency responders. The ability to be flexible is critical in our overall response to the emergency or disaster. Under Emergency situations this position may be called in to work, supporting Administration in regular duties or other work as assigned. Per County personnel policy, this position may be included in the agency's essential personnel for emergency/disaster response.

Quality Improvement Participation

Employees are expected to participate in improving BHS' performance, processes, and programs through quality improvement activities, use of the PDSA model and participating on QI teams as assigned.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____