

**CAREER OPPORTUNITIES**

**DIRECTOR OF MOBILE CRISIS SERVICES**

**JOB DESCRIPTION:**

This position is a member of the management team and as such reports to the Executive Director. The goal of the position is to provide general clinical and administrative oversight for the Mobile Crisis Teams and to insure the continuity of care for clients from hotline referral to discharge from the Crisis Residential Unit. To support this goal, the following objectives/responsibilities must be achieved:

- Supervision of the day to day operations of the Mobile Crisis Team.
- Facilitate accurate and timely assessment and response to hotline referrals.
- Direct supervision of Day and Evening Mobile Crisis Team Coordinators and Nursing Staff through the Nursing Services Coordinator (including being available on-call, completing performance evaluations, regular feedback/supervision, etc).
- Development and oversight of the somatic issues of clients.
- Oversight of the scheduling and staffing coverage of Mental Health Counselors.
- Providing additional staffing coverage when necessary.
- Providing daily oversight of clinical rounds.
- Providing daily oversight for the Mobile Crisis Team equipment (cell phones, vans, laptops, keys, etc).
- Maintaining regular communication about clinical and administrative operation with the Clinical Management Team.
- Continual development of comprehensive operational procedures for the mobile crisis team.
- Monitoring and tracking clinical documentation, service trends and making recommendations regarding service improvements.
- Participating in recruiting, hiring and training of new staff.
- Participating in community educational activities and public relation activities, as required.
- Participating in management and Board of Director activities.
- Participating in the Quality Assurance/Improvement Committee.
- Actively participate in the organization's professional development program including: regular supervision, training seminars, and community sponsored educational events.
- Interface with the ASO regarding authorizations for service.
- Interface with the local and regional behavioral health authorities regarding service delivery and policy/procedural and service delivery issues.
- Other duties as required by the management team.

**QUALIFICATIONS:**

This position requires a Master's Degree in Social Work, Psychology or related human services field. Maryland licensure is required. A minimal of 3 years post graduate clinical management experience is required.

Baltimore Crisis Response, Inc.  
5124 Greenwich Avenue  
Baltimore, MD 21229

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**CAREER OPPORTUNITIES**

**Per Diem Mental Health Counselor**

**Nights & Weekends**

**HOW TO APPLY:**

If you are looking for a great career and not just a job, come see what BCRI has to offer. We offer competitive pay, a convenient Baltimore City location, free parking, and a comprehensive benefits package including health, dental, retirement, tuition reimbursement and paid time off.

Qualified candidates should submit their resume' and cover letter with salary requirements to: **Betty S. Taylor, Human Resource Coordinator.** Please reference the desired position in the subject line. Apply by email at [jobs@bcresponse.org](mailto:jobs@bcresponse.org) or fax your information to 410-433-6795. Only candidates meeting position requirements will be considered.

Our vacancies change frequently, so please check back often. Even if the job you seek is currently not available, please submit your resume' as we will keep it on file should a suitable vacancy arise. Please refer to the following pages for a list of frequent vacancies.

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**CAREER OPPORTUNITIES**

## Case Manager

### **JOB DESCRIPTION:**

The primary goal of this position is to facilitate, manage and coordinate the linkage of BCRI clients with other service providers, support agencies and institutions. To support this goal the following objectives/responsibilities must be achieved:

- **Initiate and maintain contact with primary therapists, case managers and other service providers**
- **Assess client service needs**
- **Coordinate residential placements**
- **Initiate referrals for ongoing mental health care**
- **Monitor client progress**
- **Timely and accurate recordkeeping**
- **Functions effectively as part of the Mobile Crisis Team**
- **Maintains open, effective and appropriate communication with clients, BCRI staff, management, outside agencies and the public**
- **Safe and effective transportation of clients to approved and appropriate locations**
- **Assist with crisis intervention for clients**
- **Active participation in the organization's professional development program which includes:**
  - **Regular supervision**
  - **Clinical training seminars**
  - **Professional development seminars**
  - **Utilization of tuition reimbursement**
  - **Agency sponsored attendance at outside educational activities**
- **Performs other duties as required by BCRI management.**

### **QUALIFICATIONS:**

- **Bachelor's degree preferred, Associate's degree or candidates who successfully completed specialized training program will be considered.**
- **Minimum of one year of community mental health experience required.**

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**CAREER OPPORTUNITIES**

# Mental Health Counselor

## **JOB DESCRIPTION:**

The primary goal of this position is to provide mental health care including, evaluation, crisis intervention and treatment to clients of Baltimore Crisis Response, Inc. To support this goal the following objectives/responsibilities must be achieved:

- **Functions effectively as a member of the Mobile Crisis Team providing:**
  - **Timely and accurate assessments of clients**
  - **Effective crisis intervention**
  - **Contributes to development of appropriate treatment plans**
  - **Effective supportive therapy**
- **Acts as an effective consultant to others regarding clients' needs and issues.**
- **Provides training, supervision and teaching experiences to other BCRI staff, students and volunteers.**
- **Functions effectively as a "Hotline" Counselor.**
- **Monitors client progress by assuming a "primary therapist role". This involves coordinating and overseeing the clinical/administrative aspects of each case.**
- **Timely and accurate record keeping.**
- **Active participation in the organization's professional development program which includes:**
  - **Regular supervision**
  - **Clinical training seminars**
  - **Professional development seminars**
  - **Utilization of tuition reimbursement**
  - **Agency sponsored attendance at outside educational activities.**
- **Performs other duties as required by BCRI management.**

## **QUALIFICATIONS:**

- **This position requires a Master's degree in psychology, social work or a related field from an accredited college or university.**
- **Candidate must have applicable Maryland State licenses and certifications.**
- **A minimum of two year post graduate experience is preferred.**

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**CAREER OPPORTUNITIES**

# PSYCHIATRIC NURSE

## **JOB DESCRIPTION:**

The primary goal of this position is to provide psychiatric and somatic care to clients of Baltimore Crisis Response, Inc. To support this goal the following objectives/responsibilities must be achieved:

- **Functions effectively as a member of the Mobile Crisis Team providing:**
  - **Timely and effective evaluations of clients including mental health and somatic concerns**
  - **Appropriate nursing care effective crisis intervention**
  - **Contributes to development of appropriate treatment plans**
  - **Effective supportive therapy**
- **Acts as an effective consultant to others regarding client psychiatric and medical needs and issues**
- **Monitors client progress**
- **Timely and accurate recording of medical and mental health information**
- **Provides training, supervision and teaching experiences to BCRI staff, students and volunteers**
- **Actively participates in the organization's professional development program which includes:**
  - **Regular supervision**
  - **Clinical training seminars**
  - **Utilization of tuition reimbursement**
  - **Agency sponsored attendance at outside educational activities.**
- **Performs other duties as required by BCRI management**

## **QUALIFICATIONS:**

- **Must be a registered nurse licensed to practice in the State of Maryland. Will consider candidates with educational backgrounds from Associate's to Master's degrees.**
- **Experience in community mental health desirable and psychiatric nursing experience required.**
- **Leadership/supervisory responsibilities based on experience and educational level.**

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**CAREER OPPORTUNITIES**

# Licensed Practical Nurse

## **JOB DESCRIPTION:**

The primary goal of this position is to provide somatic care to clients of Baltimore Crisis Response, Inc. To support this goal the following objectives/responsibilities must be achieved:

- **Functions effectively as a member of the Crisis Residential Unit providing:**
  - **Timely and effective evaluations of clients including mental health and somatic concerns**
  - **Appropriate nursing care**
  - **Effective crisis intervention**
  - **Packing, monitoring and administration of medication**
- **Acts as an effective consultant to others regarding client psychiatric and somatic needs and issues.**
- **Monitors client progress.**
- **Timely and accurate recording of medical and mental health information.**
- **Provides training and teaching experiences to BCRI residential staff, students, and volunteers.**
- **Actively participates in the organization's professional development program which includes:**
  - **Regular supervision**
  - **Clinical training seminars**
  - **Utilization of tuition reimbursement**
  - **Agency sponsored attendance at outside educational activities.**
- **Performs other duties as required by BCRI management.**

## **QUALIFICATIONS:**

- **Must be a practical nurse licensed to practice in the state of Maryland.**
- **Experience in community mental health desirable.**

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**CAREER OPPORTUNITIES**

# Hotline Counselor

**JOB DESCRIPTION:**

The primary goal of the Hotline Counselor is to provide services, as appropriate, to the caller. These services may include supportive counseling, information and referral, crisis intervention counseling and intake screening of clients to the Mobile Crisis Team (and other community services). To support this goal the following position objectives/responsibilities must be achieved:

- Assesses each caller's presenting problem, support systems, coping skills and level of emergency in order to determine appropriate intervention. These assessments are also used to triage crisis calls.
- Uses counseling skills, active listening and empathy to establish rapport with a wide range of callers.
- Continues to seek knowledge related to mental illness and addiction, by using appropriate reading material, internet, etc.
- Intervenes appropriately with callers who present eminent danger to self or others, including assessing lethality and taking necessary steps to intervene. Interventions may include, but are not limited to appropriate referral to Mobile Crisis Team, tracing calls, sending police/rescue, arranging follow-up, advocating for client, or providing other referrals.
- Using the policy, procedure and admission criteria of BCRI effectively to screen clients for referral to most appropriate level of services based on the caller's needs and available services.
- Performs the function of liaison between the treatment components; organizing and relaying information, as necessary.
- Is familiar with resources and provides information and referrals to callers as needed.
- Completes all documentation accurately, thoroughly and in accordance with BCRI policy and procedures, including telephone intervention forms.
- Completes all shift-to-shift communication forms, for effective transfer of information between shifts.
- Actively participates in the organization's professional development program which includes:
  - Regular supervision
  - Clinical training seminars
  - Professional development seminars
  - Agency sponsored attendance at outside educational activities.
- Maintains an effective working relationship with other staff and human services organizations, by accessing appropriate channels of communication to resolve conflicts and contributing to the crisis programs through consistent teamwork and flexibility.
- Maintains a high level of professionalism with all callers, staff, and outside agencies.

**QUALIFICATIONS:**

- This positions requires a Bachelor's degree in psychology, social work or related field.
- One year related experience preferred
- Bachelor's degree preferred, Associate's degree or candidates who successfully complete specialized training program will be considered.
- One year of community mental health experience highly desired.

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# Addictions Counselor

**JOB DESCRIPTION:**

- The primary goal of this position is to provide intake, assessment, evaluation and case management of clients.
- Work involves evaluating the client's situation, developing a social history, treatment plan and follow up. Therapeutic treatment includes individual and group counseling. The employee works under the general supervision of a higher level professional or program manager. Work is reviewed through employee supervision, evaluations, client records, and conferences.
- Provides direct substance abuse counseling service to clients, develops social history and treatment plans.
- Provides case management services to the client; provides referral and monitors quality and quantity of service, functions as client advocate.
- Serves as a primary therapist; provides short-term therapy for clients.
- Serves as a member of the interdisciplinary team.
- Provides individual and group therapy.
- Serves as a program consultant/liaison with the community; leads support groups in activities and programs.
- Coordinates a specialized program for clients.
- Timely reporting and recording of all clinical and client related information.
- Effective crisis intervention as directed and required.
- Active participation in the organization's professional development program which includes:
  - Regular supervision
  - Clinical seminars
  - Professional development seminars
  - Utilization of tuition reimbursement
  - Agency sponsored outside educational activities.
- Effective management of an orderly physical plant through supervision of client ADL functioning of the Detox Unit through consistent teamwork and flexibility.
- Maintains open, effective and appropriate communication with clients, BCRI staff, management, outside agencies and the public.
- Performs other duties as required by BCRI management.

**QUALIFICATIONS:**

This position requires one of the following certifications:

- Certified Professional Counselor
- Alcohol and Drug (CPC-AD)
- Certified Associate Counselor – Alcohol and Drug (CAC-AD) or Certified Counselor – Alcohol and Drug (CSC-AD).

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# Residential Counselor

## **JOB DESCRIPTION:**

The primary goal of this position is to insure the maintenance of a safe, therapeutic and structured environment for clients placed in the Crisis Residential Unit. To support this goal the following position objectives/responsibilities must be achieved:

- Effective monitoring and supervision of all clients placed in the Crisis Residential Unit.
- Assist clients with basic care, therapeutic and leisure needs.
- Timely reporting and recording of all clinical and client related information.
- Effective crisis intervention as directed and required.
- Safe and accurate monitoring of client medication issues.
- Safe and effective transportation of client to approved and appropriate locations.
- Active participation in the organization's professional development program which includes:
  - Regular supervision
  - Clinical training seminars
  - Professional development seminars
  - Utilization of tuition reimbursement
  - Agency sponsored attendance at outside educational activities.
- Effective management of an orderly physical plant through supervision of client ADL functions, staff assigned duties, and appropriate utilization of organization resources.
- Contributes to the effective functioning of the CRU through consistent team work and flexibility.
- Maintains open, effective and appropriate communication with clients, BCRI staff, management, outside agencies and the public.
- Performs other duties as required by BCRI management.

## **QUALIFICATIONS:**

- Bachelor's degree preferred, Associate's degree or equivalent required.
- Must have a minimum of one year experience working with persons with severe and persistent mental illness.

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