

**DEPARTMENT:** MENTAL HEALTH  
**CLASSIFICATION:** COMPETITIVE  
**APPROVED:** MARCH 18, 2025

### **CRISIS COUNSELOR II**

**DISTINGUISHING FEATURES OF THE CLASS:** The Crisis Counselor II provides oversight, guidance, and supervision to Crisis Counselor I employees and assists with reviewing documentation and calls for the purpose of providing feedback and training. The incumbent is responsible for handling more complex problems and situations with less direct supervision. The incumbent is responsible for collecting and compiling statistical information for auditing and reporting purposes utilizing an electronic health record system. Crisis Counselor II performs the work of Crisis Counselor I during periods of absence and/or high call volume. Work is performed under the general direction of the Program manager or a Senior Licensed Clinician. Leeway is permitted for the exercise of independent judgment in carrying out the details of the job in accordance with established laws, rules, policies, and procedures. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

1. Prepares and records daily audits of crisis services shift reports, emergency logs, shift duty reports, case work, and reviews them on a daily or weekly basis with the program supervisor;
2. Assigns corrective actions to assigned call center staff, monitors completion, and reports any issues with completion to program supervisor for follow up;
3. Assists the program supervisor with call center scheduling activities;
4. Participates in and assists the program manager with training new call center staff;
5. Provides guidance and feedback to assigned staff related to calls and interventions;
6. Leads monthly call center meetings in the absence of the program manager;
7. Enters periodic statistics, compiles reports, and reviews with the program manager prior to sending out reports;
8. Updates electronic emergency logs and daily statistics with changes in accordance with direction from the program manager and ensures forms are prepared for the new year;
9. Provides input to the program manager regarding streamlining operations including scheduling, data collection methods, electronic health record set up, and program related workflows;
10. Performs the duties of a Crisis Counselor I;
11. Provides emergency shift coverage to avoid call center being unstaffed;
12. Completes all required basic and on-going skills trainings;
13. Travels locally for business purposes when necessary;

### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of crisis services policies and procedures; thorough knowledge of the service delivery of both public and private systems available to provide assistance to the various types of calls; strong active listening and interpersonal skills; strong documentation skills to capture and record key required data and information; skill in the use of modern software applications including word processing, spreadsheets, and databases; ability to operate a personal computer and related software programs at an acceptable rate of speed and accuracy; ability to record and compile data, prepare statistical reports, and complete required forms; ability to readily switch between tasks in a busy work environment; ability to follow verbal and written directions; ability to multi-task and prioritize; ability to demonstrate empathy and patience with regard to callers' problems and needs; highly organized, sincerity; sound professional judgment and flexibility; tact; courtesy; willingness to work varied shifts and weekends; physical condition commensurate with the demands of the position.

**CONTINUED**

## **CRISIS COUNSELOR II CONTINUED**

**PROMOTIONAL QUALIFICATIONS:** Three (3) years of permanent status as a Crisis Counselor 1 in the Niagara County Mental Health Department immediately preceding the date of exam.

**OPEN COMPETITIVE:** Candidates must meet one of the following:

1. Graduation with a Bachelor's Degree in a Human Services/Social Sciences field **AND** one of the following combination of experience which must have included managing crisis situations with clients:
  - a. Two (2) years of experience in a paid or active volunteer emergency services position (i.e. 911 service, medical or psychiatric emergency or inpatient unit, or crisis telephone program); **OR**
  - b. Two (2) years of employment in a mental health or human services setting performing direct services to individuals (i.e. case/care manager, youth or crisis counselor, nursing assistant, direct service professional, peer specialist).

**OR**

2. Graduation with an Associate's Degree or completion of at least sixty (60) credit hours **AND** one of the following combination of experience which must have included managing crisis situations with clients:
  - a. Four (4) years of experience in a paid or active volunteer emergency services position (i.e. 911 service, medical or psychiatric emergency or inpatient unit, or crisis telephone program); **OR**
  - b. Four (4) years of employment in a mental health or human services setting performing direct services to individuals (i.e. case/care manager, youth or crisis counselor, nursing assistant, direct service professional, peer specialist).

**NOTE:**

1. Degrees 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.
2. Verifiable volunteer and/or part-time experience will be pro-rated.