

Crisis Assessment and Compliance Coordinator

General Summary:

This position will play a critical role in the expansion of 988 within the MHANJ Call Center in establishing a strong system to ensure all calls receive the most appropriate level of response needed during a time of crisis, and the necessary follow up to ensure caller satisfaction. This position is designed to provide oversight, intervention, resolution, and documentation of crisis calls in the MHANJ Call Center through 988 and other call, text, and chat lines. Working in collaboration with both Call Specialist and Supervisor, the position works to ensure that all crises call dispositions fully comply with agency and collaborating partner organizations policies and procedures to ensure each crisis is addressed with maximum focus on a positive outcome for the individual or family. This position requires the ability to conduct clinical evaluations in an active crisis environment, working in partnership with multiple crisis, outreach and service providers, assist in the management of crisis response by call specialists, advocacy and interface with external organization, ensure staff maintains high quality documentation and reporting required by MHANJ and other organizations.

Duties & Responsibilities:

- Support the development and implementation of quality standards and procedures.
- Formalize and implement QA reviews and evaluation forms, including review of post call/chat/text documentation.
- Maintain 988 mandated monitoring call/text quality assurance standards.
- Represents the call center/988 in debrief for any incidents with both internal and external partners, and oversight organizations along with appropriate staff.
- Works to develop and maintain all external MOUs with crisis outreach, and external response programs (screening, mobile outreach, law enforcement- Arrive)
- Monitor and evaluate a sample of inbound and outbound calls, chats, and texts for compliance with MHANJ policies, best practices, and regulatory requirements.
- Document call/chat/text performance evaluations and provide detailed feedback to supervisors and specialists.
- Identify areas for improvement and collaborate with training team/supervisors to enhance specialists' skills.
- Initiate tracking and reporting of "critical incidents" including, but not limited to, calls involving threats of suicide and suicidal actions. Ensure appropriate internal reporting. Determine reporting required outside MHANJ (i.e., DMHAS, DCP&P, Adult Protective Services) and ensure timely submission and notifications.

- Collect and analyze call data to identify trends, patterns, and areas for improvement.
- Report recurring issues and escalate unresolved concerns to administration.
- Prepare detailed reports on specialist performance and quality metrics.
- Collaborate with the Agency QA Department to use data and identify trends to initiate quality improvement activities as needed.
- Other duties as assigned by supervisor

Skills and Abilities:

- Strong passion for helping individuals in crisis.
- Ability to conduct approved suicide assessments.
- Knowledge of voluntary and Involuntary hospitalization criteria and procedures.
- Ability to work independently and/or collaboratively on projects.
- Clear, concise, and effective written and verbal communication.
- Dealing with people in a manner that shows sensitivity, tact, and professionalism.
- Broad knowledge of behavioral health system of care.
- Knowledge of:
 - Principles of crisis management.
 - Suicide/Homicide risk assessment including lethality assessment, use of assessment tools and related legal issues.
 - Computer applications including Microsoft applications, internet, and text/chat platforms.

Education:

Master's degree (licensed preferred) and five years' experience, at least 3 as a supervisor in a behavioral health program dealing with crisis response, screening and community follow up. Strong understanding and experience dealing with community behavioral health, treatment, and insurance systems.

Salary Range: \$75,000-\$80,000

Work Schedule: Full-time, must be willing to work evenings and weekends

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