

**LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA, INC.  
JOB DESCRIPTION**

**DATE ESTABLISHED:** 10/12/1999

**DATE AMENDED:** 11/09/2023

**TITLE OF POSITION:** Crisis/Emergency Services Team Leader

**POSITION NUMBER:** 39-9

**PROGRAM:** Crisis Services

**COMPONENT:** Emergency/Inpatient Services

**MINIMUM TRAINING AND EXPERIENCE REQUIRED:**

Master's degree in psychology, social work, counseling education, mental health counseling, or a related behavioral health discipline with a minimum of two years of work experience in a mental health related field.

Florida licensure as a clinical social worker, marriage and family therapist, or mental health counselor as defined in Chapter 491, F.S. or as a psychologist as defined by Chapter 490, F.S.

Successful completion of a course in emergency screening prior to assuming emergency screening responsibilities. This course shall include 12 contact hours of training in emergency screening, mental status examination, crisis intervention, Baker Act admission criteria and the DSM-5. Successful completion of CPI (Crisis Prevention Institute) an additional 20 hours of service-related training as mandated by FAC 65E.12 and FAC 65D.30. Compliance with minimum standards for screening of mental health personnel as contained in F.S 394.4572.

**SUPERVISOR:** CSU Coordinator

**POSITIONS SUPERVISED:** Crisis Intervention Screeners

**WAGE AND HOUR STATUS:** Exempt: xx (Professional)

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**DESCRIPTION OF DUTIES AND RESPONSIBILITIES**

**ESSENTIAL FUNCTIONS:** (Essential functions of this position are listed below. The position also includes additional functions as needed and/or assigned by supervisor.)

1. Coordinate Emergency/Crisis Intervention services and collaborate on processes between the Crisis/Emergency Services and CSU inpatient services to improve and expedite both services.
2. Assure staff compliance with all applicable training requirements.

3. Ensure consumer satisfaction surveys are completed according to indicated timeframes and frequencies.
4. Assure that clients meet eligibility requirements for the intended service and that, if required, client certifications are performed within the indicated time frames and documented in the client chart.
5. Evaluate staff performance; identify, document, and develop corrective action plans for personnel performance problems.
6. Monitor crisis/emergency services and communicate timely and effectively with the CSU Coordinator and Crisis Services Program Director.
7. Assure staff compliance with Life Management Center's policies and procedures.
8. Assure full compliance with all applicable performance standards from external sources including contracts and third-party requirements.
9. Assure that all staff are responsive to client needs and that regular reviews of progress and service plans are conducted.
10. Prepare required reports related to program data, standards, and efficiency.
11. Assure that staff are scheduled to meet all necessary staffing requirements and ensure that vacancies or absences do not interrupt client service delivery. Provide crisis/emergency services when staffing vacancies occur.
12. Initiate and participate in activities for staff, program, and Center development.
13. Conduct and complete Crisis /Emergency services hiring, scheduling, training, coaching, corrective action plans, disciplinary actions, and/or terminations in consultation with the CSU Coordinator.
14. Be available for after-hour consultation with staff and to perform crisis/emergency services in the absence of staff.

**OTHER ESSENTIAL FUNCTIONS:**

1. Provide transportation for patients if needed.
2. Maintain eligibility to drive Center vehicles.
3. Coordinate and attend weekly supervision and staff meetings.
4. Complete emergency mental health evaluations and treatment plans.
5. Provide crisis counseling by phone and face-to-face.
6. Coordinate client service with other providers.
7. Provide crisis follow-up and referral services.

8. Implement verbal and physical intervention techniques.

9. Complete staff training.

Speaking:  Yes  No  
 Hearing:  Yes  No  
 Reading Comprehension:  Yes  No  
 Repetitive motion with hands, wrists, arms (e.g. keyboard, typing, handwriting, etc.)  Yes  No  
 Ability to lift and carry up to 15 pounds:  Yes  No  
 Ability to handle stressful situations:  Minimal  Moderate  Frequent

**Physical and Other Requirements:**

Activity	Expectation		
Standing	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
<input checked="" type="checkbox"/> Sitting	<input type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input checked="" type="checkbox"/> Frequent
<input checked="" type="checkbox"/> Driving vehicles	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Lifting and/or Carrying	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Bending and/or Stooping	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Climbing Stairs and/or Ladders	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Walking or Moving (between offices, other facilities, etc.)	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Other (lift above waist/reaching etc., please explain)	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent

	Infrequent	Occasional	Frequent	N/A*
Travel Same Day	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel Overnight	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overtime (Non-Exempt only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Holidays/Weekends	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shift Work (PMs/Midnights)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

N/A\* Not anticipated

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. We reserve the right to assess the undue hardship that results from the provided accommodation and may need to rescind such reasonable accommodation if undue hardship results.

**Copy received by:**

\_\_\_\_\_ **Date** \_\_\_\_\_  
**Employee**

\_\_\_\_\_ **Date** \_\_\_\_\_  
**Supervisor**