

LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA, INC.
JOB DESCRIPTION

DATE ESTABLISHED: 02/01/2005
DATE REVISED: 02/25/2025

DATE REVIEWED: 02/25/2025
DATE APPROVED: 03/10/2025

TITLE OF POSITION: Mobile Crisis Counselor

POSITION NUMBER: 37-04

PROGRAM: Crisis Services

COMPONENT: Mobile Response Team

MINIMUM TRAINING, CREDENTIALS AND EXPERIENCE REQUIRED: Master's degree in psychology, social work, marriage and family therapy, or mental health counseling, with a minimum of one year of relevant work experience or Bachelor's degree in a mental health related field with a minimum of three years of relevant work experience. Licensure as a Mental Health Counselor, Clinical Social Worker, or Marriage and Family Therapist under Chapter 491 Florida Statutes preferred. Must have a valid Florida driver license and meet all Center requirements for vehicle operations and transportation of clients in Center and non-Center vehicles.

Completion of Cardiopulmonary Resuscitation and Basic First Aid training (within six months of hiring). Completion of four hours of HIV/AIDS education (within 30 days of hiring) and two hours of HIV/AIDS information (biannually). Successful completion of CPI (Crisis Prevention Institute) training (within six months of hiring).

Successful completion of a course in emergency screening prior to assuming emergency screening responsibilities. This course shall at a minimum include 12 contact hours of training in emergency screening, mental status examination, crisis intervention, Baker Act admission criteria, and the DSM-5. Completion of an additional 20 hours of service-related training as mandated in FAC 65E-12 and 65D-30. If applicable, maintain Florida licensure according to the minimum requirements as stipulated above and as preferred for this position.

Compliance with minimum standards for screening of mental health personnel as contained in F.S. 394.4572.

SUPERVISOR: Mobile Response Team Leader

POSITIONS SUPERVISED: None

WAGE AND HOUR STATUS: Exempt (Professional)

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) Provide face-to-face and telephone assessment of individuals experiencing behavioral health crises. Determine suitability for outpatient crisis intervention or need to consult with the Life Management Center on-call psychiatrist or psychiatric nurse practitioner for inpatient hospitalization.
- 2) Assist individuals experiencing behavioral health crises with accessing services and supports to alleviate immediate stressors affecting stability in the community. Conduct at least three (3) follow-up contacts with such clients and coordinate continued mental health care as indicated.
- 3) Provide emergency intervention, mental status evaluations, risk assessment, and support services to individuals experiencing severe psychiatric disturbances and without which may result in inpatient hospitalization. Consult with the Life Management Center on-call psychiatrist or psychiatric nurse practitioner on all such individuals during or immediately after such contacts.
- 4) Provide individual supportive therapy, and symptom management, both in office and community settings, ensuring immediate changes are made in the service/treatment plans as individual's needs change; educate and support individuals' families; and advocate for the rights and preferences of persons served.
- 5) Provide after-hour on-call crisis intervention covering nighttime and weekend hours.
- 6) Provide emergency follow-up and crisis counseling until the crisis is averted, the person is hospitalized or is accepted into and begins receiving services from outpatient and case management staff.
- 7) Complete clinical record and other documentation within 24 hours of service delivery and in accordance with Center policies and procedures, component-specific guidelines, and guidelines, in accordance with requirements of funding and accrediting agencies.
- 8) Provide adjunctive services to individuals in crisis in both outpatient and inpatient settings.
- 9) Provide crisis intervention, mental status evaluations, risk assessment, support services, and assessment in accordance with Florida Baker Act requirements to individuals experiencing severe psychiatric concerns within Life Management Center's CSU Crisis/Emergency Services as needed.
- 10) If licensed and qualified according to Florida statutes, initiate and complete Baker Act certifications as needed.

OTHER ESSENTIAL FUNCTIONS:

*Expectations regarding quality and quantity of work are further delineated in the criteria-based performance appraisal.

1. Travel is required between multiple service sites, to the homes or residences of persons served, schools, medical facilities, and other locations within the community.
2. Deliver after hour on-call coverage by phone and face-to-face contact.
3. Perform away-from-center intervention activities.
4. When no other alternatives are available, transport individuals in personal or Center vehicles.
5. Complete substance abuse training as outlined by Florida Statute 65-D-30.
6. Complete training as required by Life Management Center training policies.
7. If licensed, comply with requirements of Chapter 490 or 491, Florida Statutes, to maintain licensure.

PHYSICAL REQUIREMENTS

- Must be able to hear conversational speech, visually observe client behaviors for safety and communicate effectively with clients and co-workers.
- Vision requirements include close and distance vision.

Activity	Expectation			
Standing	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/> None
Sitting	<input type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input checked="" type="checkbox"/> Frequent	<input type="checkbox"/> None
Driving vehicles	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/> None
Lifting and/or carrying	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/> None
Bending and/or stooping	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/> None
Climbing Stairs and/or Ladders	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/> None
Walking or Moving (between offices, other facilities, etc.)	<input type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input checked="" type="checkbox"/> Frequent	<input type="checkbox"/> None
Other (lift above waist/reaching etc., please explain)	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	

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.

Ability to handle stressful situations: ☐ Minimal ☐ Moderate ☒ Frequent

	Infrequent	Occasional	Frequent	N/A*
Travel Same Day	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Shift Work (PMs/Midnights)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

* 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. ADA Accommodations will be reviewed for persons with disabilities. We reserve the right to assess undue hardship that results from the accommodation provided and may need to rescind such reasonable accommodation if undue hardship results.

Copy received by:

Employee

Date: _____