

LIFE MANAGEMENT CENTER, INC.
POSITION DESCRIPTION
Last Revised 09/25/2026

Incumbent's Name:		Employment Status:	Regular/Full-Time
Job Title:	Central Receiving Facility Counselor – Master's Level	Reports To:	Crisis Services Program Director
Classification:	Non-Exempt	Supervises:	N/A

Mission Statement:

It is the mission of Life Management Center to inspire confidence and respect as a provider of comprehensive behavioral care and family counseling services and to be a valued partner in the alliances that promote the health and quality of life of our community and its members.

JOB SUMMARY:

The Master's Level Central Receiving Facility (CRF) Counselor ensures that the receipt of the appropriate legal Baker Act/Marchman Act documents required for involuntary and voluntary admissions, and provides guidance and assistance to Law Enforcement and community providers in ensuring their correct completion. Counselors ensure that all preliminary assessments are completed quickly and efficiently. Counselors initiate contact with family and/or significant others for additional information, if appropriate. The Counselor initiates/coordinates the admission or transfer to local hospitals or units.

ESSENTIAL/CORE JOB-SPECIFIC DUTIES AND RESPONSIBILITIES

1. Completes thorough clinical assessment of all clients entering the CRF, including their presenting problems, psychiatric and substance abuse history, medical issues, lethality, and overall mental status. Uses this information to formulate a clinical impression, provisional diagnosis, and treatment recommendations. Completes all necessary paperwork for initial entry into system. Ensures signatures for consent to treatment are obtained for all LMC admissions.
2. Knowledge and experience using therapeutic techniques in order to provide brief, solution-focused counseling and crisis intervention to clients calling or entering the CRF needing such service.
3. Coordinates referrals and transfers to the appropriate receiving facility per Agency procedures, including notification to families, Agency departments and outside agencies.
4. Develops crisis management plans with clients that do not meet the criteria for inpatient services and ensures they are referred to community resources.
5. Ensures excellent customer service, attending to questions and concerns immediately.

OTHER JOB-SPECIFIC:

1. Identifies patients in need of physician staffing. Consults with nursing and physician team regarding client admission or release.

2. Obtains release of information from clients for the purpose of requesting records of past psychiatric treatment; releases to talk to family/significant others; releases to local hospital for medical emergencies, etc.
3. Assists in seclusion interventions and "code green" response as necessary.
4. May be required, at the discretion of the unit supervisor, to complete an extended work shift or schedule to ensure completion of essential duties or adequate coverage of the unit/program for safety/security purposes.

CLINICAL COMPETENCIES/PERFORMANCE

1. Demonstrates knowledge and skills to systematically obtain, analyze, and interpret relevant data and information to determine treatment recommendations and priorities.
2. Demonstrates knowledge about substance abuse, dependence, and other addictive behaviors and their treatment. Demonstrates ability to screen for psychoactive substance toxicity, intoxication, withdrawal symptoms, and co-existing mental health problems; and determine the client's readiness for treatment and change.
3. Demonstrates ability to screen for danger to self or others.
4. Demonstrates understanding of the range of treatment needed and knowledge of available treatment resources and their appropriate use in formulating with the client mutually agreed-upon treatment goals and measurable objectives.
5. Therapeutic Relationships/Ethics: Effectively establishes rapport, maintains appropriate therapeutic relationships, empathizes and communicates with clients. Respects and ensures protection of client rights and confidentiality/ privacy. Demonstrates knowledge of and adherence to accepted ethical and professional standards of conduct.
6. Demonstrates knowledge and skills of Trauma Informed Care.

CENTERWIDE EXPECTATIONS

1. Performance Improvement: Initiates efforts to improve job, program, or Agency performance and quality of services. As appropriate, participates in LMC performance improvement initiatives or activities (e.g., work teams, committees, etc.).
2. Initiative/Acceptance of Responsibility: Demonstrates self-motivation and self-reliance. Performs tasks willingly and carries out assigned duties. Adjusts to peaks in work load; demonstrates flexibility and adaptability to change. Performs additional responsibilities as needed/required.
3. Attitude/Customer Relations: Demonstrates a positive, supportive, respectful and helpful attitude in interactions with all clients, visitors, other employees and the public. Contributes to cohesive

group relationships; uses open communication to identify and resolve problems in and between units/departments.

4. Patient Safety: Demonstrates a commitment to ensuring services provided/job performed promote and maintain a culture of patient safety throughout the agency. Effectively communicates and proactively identifies risks to help reduce errors and other factors that may contribute to unintended adverse outcomes.
5. Attendance: Observes assigned work hours, use and scheduling of leave, and punctuality by using the time and attendance system. Provides notification of absences, tardiness and leave requests in accordance with the Agency's policies and procedures. Respects length of time taken for lunch breaks and work breaks.
6. Training and Education: Maintains compliance with required training in accordance with established time frames within the Learning Management System. Seeks opportunities to increase knowledge and competencies which benefit the position, program or Agency.
7. Other duties as required: Complies with changes in duties and assignments in a positive and cooperative manner.

QUALIFICATIONS:

Education/Experience:

- Master's degree from an accredited university or college with a major in the field of counseling, social work, psychology, criminal justice, rehabilitation, special education, health education, health science, or a related human services field.
- One (1) year of related work experience in a mental health-related field required. Inpatient psychiatric experience preferred.

Licensure or Certification:

- Must maintain current CPR, CPI and First Aid certifications.

Competency/Skills

- Ability to complete assessments and develop treatment recommendation for individual cases.
- Ability to actively listen to others to establish and maintain effective working relationships demonstrating understanding, patience and tact in dealing with patients, personnel and the general public.
- Demonstration of leadership qualities and the ability to plan, organize and coordinate work assignments.
- Ability to communicate effectively verbally and in writing.
- Ability to systematically obtain, analyze, and interpret relevant data and information to determine treatment recommendations and priorities.
- Ability to screen for psychoactive substance toxicity, intoxication, withdrawal symptoms, and co- existing mental health problems; and determine the client's readiness for treatment and

change.

- Ability to screen for aggression or danger to others, and potential for self-inflicted harm or suicide.
- Ability to effectively establish rapport, maintain appropriate therapeutic relationships, empathize and communicate with clients.
- Ability to maintain complete and up-to-date client record documentation. Ability to manage

Knowledge

- Knowledge of theories and practices in supportive counseling and of accepted therapy techniques.
- Understanding of the range of treatment needed and knowledge of available treatment resources and their appropriate use in formulating with the client treatment recommendations.
- Knowledge of accepted ethical and professional standards of conduct.
- Knowledge of QI tools and techniques and ability to apply them. Knowledge of patient safety principles and practices.

WORKING ENVIRONMENT/PHYSICAL DEMANDS:

Definitions for the frequency of occurrence:

Not Applicable (does not perform this activity)

Occasionally (performs activity up to 33% of the time)

Frequently (performs activity 34% to 66% of the time)

Continuously (performs the activity 67% to 100% of the time)

<u>Working Environment</u>	<u>N/A</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Works inside	☐	☐	☐	☒
Works outside	☐	☐	☒	☐
Office setting, business or clinical	☐	☐	☐	☒
Works in well- lighted, temperature- controlled facility	☐	☐	☐	☒
Works in confined quarters	☐	☐	☐	☒
Works in community settings	☐	☒	☐	☐
Provides services in client's natural environment	☒	☐	☐	☐
Exposure to communicable diseases	☐	☐	☐	☒
Exposure to excessive noise	☐	☐	☐	☒
Exposure to marked changes in temperature and/or humidity	☒	☐	☐	☐
Exposure to dust, fumes, gases, radiation, Microwave	☒	☐	☐	☐
Drives motorized equipment	☒	☐	☐	☐
Travels for work.	☐	☒	☐	☐

	<u>Required</u>	<u>N/A</u>
Must report as regularly scheduled during severe weather conditions (e.g. tropical storm, hurricanes, etc.) to ensure continuation of essential program service unless otherwise instructed by supervisor or prevented from reaching work station (e.g. roads flooded, driving restricted by law enforcement, etc.) Any delays must be communicated directly to the responsible supervisor.	☒	☐

<u>Mental Demands</u>	<u>N/A</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Problem solve	☐	☐	☐	☒
Make decisions	☐	☐	☐	☒
Supervise	☒	☐	☐	☐
Analyze and interpret data	☐	☒	☐	
Organize	☐	☐	☒	
Communicate orally and in writing	☐	☐	☐	☒
Works under mental stress to meet deadlines	☐	☐	☐	☒

<u>Physical Demands</u>	<u>N/A</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Standing	☐	☐	☐	☒
Walking	☐	☐	☐	☒
Sitting	☐	☐	☒	
Balancing	☐	☐	☒	☐
Stooping	☐	☐	☒	☐
Kneeling	☐	☐	☒	☐
Crouching	☐	☐	☒	☐
Crawling	☐	☒	☐	☐
Reaching/working overhead	☐	☐	☒	☐
Keyboard use/repetitive hand motion	☐	☒	☐	
Climbing	☐	☒	☐	☐
Pushing	☐	☐	☒	☐
Pulling	☐	☐	☒	☐
Lifting (<u>up to 75 lbs</u>)	☐	☐	☒	☐
Carrying (<u>up to 75 lbs</u>)	☐	☐	☒	☐
Manual dexterity, audio-visual acuity to operate various business machines and computerized informational systems	☐	☐	☐	☒
Operate heavy duty equipment	☒	☐	☐	☐

OSHA CATEGORY(BLOOD BORNE PATHOGEN EXPOSURE) **Category** **N/A**

Category 1: Position routinely involves potential exposure to blood, Body Fluids or tissue. Position routinely participates in emergency patient care such as First Aid, CPR and seclusion/restraint, or handling of biomedical waste, or other procedures involving potential exposure.	☒	☐
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Category 2: Positions normal work routine involves no exposure to blood, body fluids or tissue but potential exposure as in emergency or unplanned situations, such as First Aid, CPR or seclusion/restraint, could occur and may be required as a condition of employment. ☐ ☒

Category 3: Position does not involve exposure to blood, body fluids or tissue. Position is not required to perform CPR, help in emergency seclusion/restraint or provide First Aid. ☐ ☒

DISCLAIMER:

The statements contained herein reflect general details as necessary to describe the principle functions of this position. This is not intended to be an exhaustive list of all responsibilities, tasks, skills, efforts, working conditions or similar behaviors, attributes or requirements associated with this position. The omission of specific statements or duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Individuals may be required to perform other duties as needed. This document describes the position currently available. It is not an employment contract. Life Management Center, Inc. reserves the right to modify position duties and position descriptions at any time.

I have read this Position Description, understand its contents and agree to work in accordance with the requirements of the position and to perform all duties and maintain all standards in accordance with Agency policies and procedures. I understand and accept that I may be required to work in any location under the Agency's service areas.

Employee Signature / /
Date

Supervisor Signature / /
Date

A copy of this position description was provided to me on / / .
Employee Initial: _____