

CRISIS HOTLINE COUNSELOR II

NATURE OF WORK IN THIS CLASS:

This is moderately complex professional counseling work involved in the application of social work principles and theory in the diagnosis and treatment of people with social problems for the Department of Mental Health & Substance Abuse.

ILLUSTRATIVE EXAMPLES OF WORK: (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)

Performs telephone counseling services of clients and makes preliminary assessment of cases in order to make proper referrals.

Participates in the summarization and presentation of case data from a variety of sources for supervisory conferences and consultation.

Participates in staff conferences with psychologists and other professionals.

Confers with public officials, agency representatives, and other professional persons regarding specific cases, interprets and provides public information regarding crisis hotline social work programs and activities.

Participates to a limited degree in the development and conduct of surveys and research studies; prepares other reports as required.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of the social casework principles and techniques.

Ability to understand the dynamics of human behavior of individuals and groups.

Ability to refer clients to appropriate agency resources.

Ability to resolve problems of personal and social adjustment.

Ability to interpret and apply laws, regulations, policies and procedures pertaining to crisis hotline social work program.

Ability to utilize relevant personality theory, casework method, supervision, and consultation in social work practices.

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Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

Skill in the safe operation of a motor vehicle.

MINIMUM EXPERIENCE AND TRAINING:

One year of professional counseling or social work experience and graduation from a recognized college or university with a Bachelor's degree in psychology, social work or related field such as counseling

NECESSARY SPECIAL QUALIFICATION:

Possession of a valid driver's license.

ESTABLISHED: Public Law 21-42:11
AMENDED: June 1994

PAYGRADE: L

HAY EVALUATION:	KNOW-HOW:	E 1 2	175
	PROBLEM SOLVING:	E 3 (33%)	57
	ACCOUNTABILITY:	D I C	66
	TOTAL POINTS:		298

This standard revises and supersedes the standard established by PL 21-42:11 and amended in June 1994.

Benita Manglona

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Department of Administration