

## CRISIS HOTLINE COUNSELOR I

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### **NATURE OF WORK IN THIS CLASS:**

This is routine professional counseling work involved in the application of social work principles 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.)**

Provides telephone counseling services on the crisis hotline and other specific assignments relative to the program.

Prepares shift reports of referrals and relevant data for suicidal calls.

Refers clients to appropriate resources for specialized services.

Prepares written summary or essential reports regarding case telephone calls and maintains records on case activities.

Cooperates with other agencies in making services available to clients.

Performs related duties as required.

### **MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:**

Knowledge of individual and group behavior, and effective ways of working with people.

Knowledge of the problems of personal and social adjustment.

Ability to learn and apply social case work principles and practices.

Ability to develop social work skills.

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

Ability to conduct interview for clients having mental and social problems.

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

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Ability to prepare accurate case records and statistical reports.

Skill in the safe operation of a motor vehicle.

### **MINIMUM EXPERIENCE AND TRAINING:**

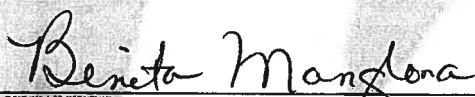
Graduation from a recognized college or university with a Bachelor's degree in psychology, social work, or related field such as counseling.

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

**PAYGRADE:** K

<b>HAY EVALUATION:</b>	<b>KNOW-HOW:</b>	D I 2	152
	<b>PROBLEM SOLVING:</b>	D 3 (33%)	50
	<b>ACCOUNTABILITY:</b>	D I C	<u>57</u>
	<b>TOTAL POINTS:</b>		259

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


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**BENITA A. MANGLONA, Director**  
 Department of Administration