



## Job Posting

Job Title: Community Resource Advisor (CRA)/Crisis Worker (CW)  
Job Status: Permanent, Part-time, Non-exempt and Hourly

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### **STATEMENT OF THE JOB**

Provides information and referral services and crisis intervention services by phone and electronically to the public and community professionals 24 hours/day, 7 days/week.

### **ESSENTIAL FUNCTIONS**

#### 2-1-1 Services:

- Interviews clients and conducts a thorough assessment of their needs
- Identifies appropriate resources
- Supports the client in implementing the referral, and when appropriate, makes the linkage with other agencies for the client
- Advocates for the inquirer, when necessary, to assist in contacting and utilizing resources.
- Conducts follow-up to ensure that the inquirer's needs have been met
- Uses crisis management techniques in accordance with agency procedures
- Maintains complete and accurate documentation

#### Crisis Intervention Services:

- Provides support and consultation to shift team partners
- Provides and supports triage and routing functions on shift per the team's goals
- Provides complete, accurate documentation of client contacts
- Ensure that client rights and confidentiality are maintained
- Collaborates with other program staff to assure client access to emergency assistance
- Performs other duties and responsibilities as assigned by your direct supervisor
- Follow-up with imminent risk clients
- Conduct accurate assessments of suicide and other emergencies

#### General:

- Responsible for staying current with all ongoing training requirements for both services
- Assists with community outreach activities as assigned by the management team
- Actively involved with agency programs and events
- Supports operations during times of disaster as defined by agency policy
- Maintains up to date knowledge of agency processes and policies & procedures

### **QUALIFICATIONS AND EXPERIENCE**

Bachelor's degree in human services field or equivalent preferred. Successful completion of Basic Crisis Intervention training and Crisis Management training is required (provided by Gryphon Place). Successful completion of the 2-1-1 Information and Referral Training required (provided by Gryphon Place).

### **KNOWLEDGE/SKILLS/ABILITIES**

- Well-developed interpersonal skills
- Excellent computer skills

- Demonstrated diversity towards others
- Demonstrated crisis intervention skills
- Versed in substance abuse issues and mental health issues
- Clear and effective communication and accurate assessment of inquirer's needs
- Ability to function as a team member in an experiential learning setting
- Ability to effectively problem solve and resolve conflict
- Ability to work independently with minimal supervision
- Ability to maintain professional expectations
- Knowledgeable of program procedures and contact centers informational system
- Must have some availability on nights and/or weekends.

*Persons are recruited, hired, assigned and promoted only on the basis of job-related criteria and without regard to age, color, familial status, gender, gender identification, marital status, national origin, non-job related disability, race, religion, sexual orientation, veterans' status.*

**Apply with cover letter and resume to:**

Mail:  
Attention: Lisa Harden  
3245 S. 8<sup>th</sup> Street  
Kalamazoo, MI 49009

Fax:  
Attention: Lisa Harden  
269-381-0935

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