



Job Code: 9482

Grade: 20

HCWR: N

Job Title

Mental Health Crisis Worker

Department

Emergency Department

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

Under supervision, the Mental Health Crisis Worker plans, coordinates, and implements the case management to medical forensic patients that include the sexually abuse/assaulted, trafficked, and/or who have suffered from other forms of violence such as incarceration related to patient having experienced sexual assault and/or violence. This position will work in the Emergency Department throughout Cook County Health (CCH).

Typical Duties

- Provides direct case management services to medical forensic patients and emergency room patients to maintain continuity of care and help ensure patients receive care in the least restrictive environment. related to patient having experienced sexual assault and/or violence.
- Provides individual counseling as needed to assist with the linkage, diversion and referral process.
- Conducts biopsychosocial assessments to assist with treatment, planning, referral and linkage.
- Provides information to patients, their families, and others as needed regarding linkage and diversion services. Develops educational materials for patients to take home.
- Provides information concerning referrals, linkage and diversion services to mental health treatment teams and makes recommendations for clinical management of individual patients.
- Provides individual and group counseling/therapy to patients as identified in the treatment plans and/or as directed by the treatment team.
- Provides counseling and emotional support services to healthcare workers who care for the medical forensic patient population, trauma, or the emergency room. Debriefing should occur after every sexual assault case.
- Documents the delivery of services in accordance with department policies and procedures.
- Develops and maintains working relationships with other departments, Cook County agencies and community providers to meet the social service and linkage needs of emergency department patients.
- Conducts discharge planning and linkage activities, including completing documents to ensure patients are discharged with appropriate medications and/or prescriptions for medications.
- Plans, compiles and analyzes narrative and statistical reports to depict the department's social service, linkage and diversion services and patient needs. Maintains statistical data on patient populations.
- Develops, directs, and/or delivers in-service training for all clinical and non-clinical care



Typical Duties

providers who may have contact with the patient throughout their care continuum.

- Works collaboratively with all members of the medical forensic program.
- Participates in formulating new services and evaluating existing services as they relate to community linkage, referral and diversion needs.
- Assists in the developing departmental goals, objectives and policies and procedures and participates in their implementation.
- Coordinates educational opportunities for emergency department and trauma staff.
- Conducts research to obtain funding resources in the community and actively finds ways that the SANE program can partner with community stakeholders.
- Develops and provides education to community partners offsite.
- Adheres to all general orders, policies and procedures and Cook County Government policies and regulations.
- Performs other duties as assigned.

Minimum Qualifications

- Bachelor's degree in Social Work from an accredited college or university
- Registration as a Social Worker under the Illinois Social Workers' Registration Act
- Four (4) years of case management experience in a mental health environment
- Experience in working with survivors who have experienced traumatic situations or victims of violent crimes

Preferred Qualifications

- NA

Knowledge, Skills, Abilities and Other Characteristics

- Thorough knowledge of social work practices, procedures, and techniques; medical terminology and procedures; and mental health treatment services
- Skill in utilizing the Diagnostic and Statistical Manual of Mental Disorders and other diagnostic instruments
- Skill in directing and evaluating the professional and administrative aspects of case management services
- Skill in conducting biopsychosocial interviews and follow up surveys using the principals of trauma informed care.
- Ability to plan, direct and evaluate the professional and administrative aspects of social work services
- Ability to therapeutically communicate effectively verbally and in writing with a wide variety of lay and professional individuals and mentally ill patients
- Ability to provide direction and supervision to subordinate personnel and trainees
- Ability to formulate and develop social services, linkage policies, procedures and standards
- Ability to maintain the confidentiality of patient related materials in compliance with HIPAA requirements



Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.