



Position Title: Therapist/Mental Health Clinician (Telephonic Support in Baltimore City 911 Call Center)

Position Type: Part Time (Saturday and Sunday)

Shifts Available: Every other Saturday and Sunday 8am – 4pm or 11am - 7pm

About Baltimore Crisis Response, Inc:

Baltimore Crisis Response, Inc. (BCRI) is a private, non-profit organization with a proven track record of providing behavioral health crisis services to individuals with mental health and substance use disorders. Established in 1992, the BCRI mission is to provide timely and effective behavioral health crisis response services and treatment in the least restrictive environment.

BCRI serves Baltimore as the city's first and only comprehensive crisis response system of care, providing a telephone crisis hotline, mobile crisis teams, medical detoxification, case management, crisis residential alternatives, in-home support and critical incident response teams, along with community and police education services.

Job Description

Provides person-focused urgent/emergent interventions for individuals calling 911 with a high acuity mental and/or behavioral health need, inclusive of substance use and/or withdrawal. Provides interventions for individuals through triage assessment, de-escalation, crisis system linkage to care, and coordination with police and/or EMS. Works as part of an interdisciplinary team with the individual as a decision-maker.

Essential Functions:

- 1.) Provides triage for a full range of behavioral health or crisis calls that are received by 911, determining the level of lethality and risk.
- 2.) Provides de-escalation to address crisis behaviors and indications of suicide.
- 3.) Assesses the level of need and determines the level of support ranging from Police and EMS contact and/or transfer to emotional support services or Mobile Crisis.
- 4.) Engages culturally and trauma-informed care, utilizing evidence-based best practices when engaging individuals, families, care teams, and the community to reduce harm and provide person/family-centered care.
- 5.) Provide recovery-oriented care while promoting low-barrier easy access to existing care systems that meet the immediate identified needs of the individual and/or situation.
- 6.) In collaboration with professional team members, provide appropriate crisis intervention(s), supportive counseling, transport, and de-escalation support.
- 7.) Coordinate and act as a liaison as assigned and appropriate for internal and external stakeholders.
- 8.) Demonstrate adherence to company policies and expectations and behavioral competencies, both explicit and implicit.
- 9.) All tasks, projects, and/or duties as assigned and authorized, as determined by Human Resources and Direct Supervisor (or designated delegate) to be congruent with the role.

Educational Requirements: Master's degree in psychology, social work or a related field, from an accredited college or university. Candidates must have applicable Maryland State licenses and certification of LCPC, LGPC, LCSW, or LMSW.

Experience: **Minimum** of two years of post-graduate experience working with individuals in the public behavioral health system is preferred.

Physical Demands: **Moderate** walking, standing, climbing stairs, and sitting required. Light lifting may be required. Transportation of clients and their belongings in agency vehicles. Minimal support and assistance with client care needs.

Working Conditions: **Works** generally in a well-lit and ventilated office environment. Visits clients in various community settings (homes, businesses, and streets).

Hazards: Potential exposure to highly charged, stressful and emotional situations; potential exposure to aggressive encounters.

Benefits: **Medical**, Dental Vision, Life Ins., LTD, 403(b) Retirement Plan, Vacation, Sick, Personal and Holiday Leave

Rate of Pay: \$39.50 - \$42.25 hourly

Are you interested in making a difference in Baltimore City? If so, don't hesitate to apply to join the BCRI team! Learn more by visiting our website: [BCRI Career Page](#)