

## **BILINGUAL REFERRAL SPECIALIST (Per Diem)**

LifeNet is currently seeking a per diem Bilingual Referral Specialist who is fluent in Spanish to work two shifts: Friday overnights FROM 11pm-7am and Sundays FROM 7am-2pm. Please submit a resume and cover letter to Karen Carlucci, LCSW, Director of LifeNet Operations at [kcarlucci@mhaofnyc.org](mailto:kcarlucci@mhaofnyc.org).

### **Responsibilities**

Assesses and provides the appropriate information and referrals for hotline callers in an efficient and supportive manner

Analyzes the nature and severity of each caller's need utilizing the full LifeNet software system to ascertain the best referral.

Appropriately determines the extent and nature of crisis calls and properly facilitates response by mobile crisis team:

- Conducts analysis of risk and documents accordingly.
- Clearly and completely documents symptoms of client to be referred to MCT and provides all necessary information in accordance with MCT referral procedure.
- Properly informs caller and mobile crisis of referral and referral procedure.

Appropriately determines and documents need for 911/Emergency Response for individuals in immediate danger of harming self/other and follow referral procedure.

Attends staff meetings, supervisions and in-service trainings as directed.

Fully documents all LifeNet calls in accordance with LifeNet documentation standards.

Participates in follow up calls as appropriate or as directed.

Is flexible to cover different shifts and certain holidays when FT staff are scheduled out.

### **Qualifications:**

A Master's degree in Psychology, Social Work or related mental health field strongly preferred plus some experience in a mental health and substance abuse field, crisis intervention, and/or mental health information and referral.