

**LifeNet, a program of the Mental Health Association of NYC, is a 24/7 multicultural information/referral and crisis intervention hotline currently hiring per diem Referral Specialists to work evening and weekend hours. Please email resume and cover letter to Karen Carlucci, LCSW, Director of LifeNet Operations, at KCarlucci@mhaofnyc.org.**

**REFERRAL SPECIALIST (Per Diem)**

**(If bilingual in Spanish or Chinese language, handles additional language line(s).)**

**Responsibilities**

Assesses each call according to protocol and provides the appropriate information/ 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 most appropriate information/ referrals

Fully documents all LifeNet calls in accordance with LifeNet documentation standards

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

- 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 of referral procedure

Appropriately determines and documents need for 911/Emergency Response for individuals in immediate danger of harming self/other according to procedure

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

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 Bachelor's degree in Psychology, Social Work or related field with some experience in the areas of mental health, substance abuse, crisis intervention, and/or behavioral health information and referral.

