

**APPLY IN PERSON AT:**  
Human Resource Department  
909 Packerland Drive  
Green Bay, WI 54303



**OR MAIL TO:**  
Human Resource Department  
P.O. Box 365  
Oneida, WI 54155-0365  
Phone: (920) 496-7900  
Fax: (920) 496-7490

**APPLY ONLINE AT:**  
<http://oneida-nsn.gov>

A good mind. A good heart. A strong fire.

**FIRST POSTING OPEN TO ONEIDA ENROLLED TRIBAL MEMBERS ONLY**

**POSITION TITLE:** Triage Counselor  
**POSITION NUMBER:** 02023  
**DEPARTMENT:** Behavioral Health Services  
**LOCATION:** 2640 West Point Road Green Bay WI  
**DIVISION:** Comprehensive Health  
**RESPONSIBLE TO:** Behavioral Health Director  
**SALARY:** NE8 \$18.65/HR (NEGOIABLE DEPENDING ON EDUCATION & EXPERIENCE)  
**(Employees will receive 5% below the negotiated pay rate during their probationary status.)**  
**CLASSIFICATION:** Non-Exempt  
**POSTING DATE:** April 8, 2019  
**CLOSING DATE:** April 15, 2019  
**TRANSFER DATE:** April 15, 2019  
**Proposed Start Date:** As Soon As Possible

**EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

The Oneida Nation does not discriminate on the basis of race, color, national origin, sex, religion, age or disability status in employment or the provision of services. However, individuals of Indian ancestry and Veterans will be given preference by law in initial employment or re-employment.

**POSITION SUMMARY**

Perform brief screening, assessment and referral of new or existing patients. Schedule and meet with new clients for Brief Service Consultations to further assess the client and provide recommendations for subsequent services. Continuation of this position is contingent upon funding allocations.

**DUTIES AND RESPONSIBILITIES:**

1. Perform Brief Intake Screenings to determine the specific nature of the client's request for service.
  - a. Screening to determine client's needs; provides recommendation for treatment best suited to addressing client's needs. Evaluate and assess for inpatient care as needed.
  - b. Determine relative acuity of client needs; provide and/or arrange for therapeutic interventions as appropriate for patients or clients in a crisis condition and for those with serious disturbance problems.
  - c. Conduct suicide and homicide assessments. Also assess for client's ability to care for themselves.
  - d. Document clinical impressions, along with observations and recommendations for a formal assignment to Psychotherapist or Substance Abuse Counselor.
  - e. Document clinical impressions and recommendations in a manner which facilitates formal assignment of client to a therapist, Clinical Substance Abuse Counselor, or Psychiatric provider best suited to addressing patient's needs.
  - f. Evaluate and assess for inpatient care as needed.
  - g. Report potential or actual patient safety concerns, medical errors and/or near misses in a timely manner.
  - h. Provide Community outreach services-response and assess of site if needed.
2. Meet with assigned clients for Brief Service Consultation; review registration paperwork; perform a Brief Intake
  - a. Obtain basic information about patients from client or third party referent, including name, date of birth, address, phone number; determine eligibility for services through Oneida Behavioral Health including, tribal enrollment/descendent status, and can client be billed through a third party insurance provider.
  - b. Obtain signed Release Authorization form allowing disclosure of information between Oneida Behavioral Health and other agencies.
3. Co-facilitate group therapy when primary therapists are unavailable.
4. Provide short term counseling for clients in crisis, either over the phone and/or in person.
  - a. Provide comprehensive follow up with clients in crisis situations until they are able to be connected with primary therapist and/or Psychiatrist.

## JOB DESCRIPTION

### Triage Counselor

#### Page 2

#### DUTIES AND RESPONSIBILITIES: (Cont.)

- b. Provide diffusing and debriefing in response to critical incident stress and trauma within the community.
  - c. Facilitate inpatient hospitalization both voluntary and involuntary for primary therapists and/or psychiatrists.
  - d. Refer client to other support services as needed, such as medical evaluation and treatment, social services, and employment services.
  - e. Consult with other legal and treatment agencies and individuals in relation to patient/client records, rights, and responsibilities.
5. Participate in staffing and departmental meetings.
    - a. Provide case management with collaboration of the rest of the team.
    - b. Attend and participate in multi-disciplinary Case Review Meetings.
    - c. Maintain case records containing pertinent, accurate and current information in compliance with the Privacy Act, HIPAA and department rules, regulations and policies.
  6. Establish and maintain good rapport and effective working relationships with patients, visitors, Physicians and Hospital employees.
  7. Maintains professional and technical knowledge by conducting research, attending seminars, educational workshops, classes and conferences; reviewing professional publications; establishing networks; participating in professional societies; conferring with representatives of contracting agencies and related organizations.
  8. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
  9. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
  10. The above duties and responsibilities are not an all inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

#### PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Frequently sit, walk; reach with hands and arms.
2. Occasionally stand, stoop, kneel, crouch, lift and/or move up to twenty-five (25) pounds.
3. Work is generally performed in an office setting with moderate exposure to physical risk or injuries due to potential for combative behavior by patients and exposure to second-hand smoke.
4. Evening and/or weekend work; extended hours and irregular shifts may be required.
5. A Tuberculosis (TB) Screening and/or TB Skin Test is required within thirty (30) days of employment and annually thereafter as required.

#### STANDARD QUALIFICATIONS:

1. Knowledge of applicable federal, state, county and local laws, regulations, and requirements.
2. Knowledge of DHS 35 and DHS 75 licensing requirements.
3. Knowledge of theory, principles and practices of psychiatric and psychosocial assessment and treatment determinations. A. Clinical, developmental and counseling psychology. B. Alcohol and drug abuse.
4. Knowledge of patient outreach services and activities, funding agencies, and community health care and vocational services.
5. Knowledge and familiarity of HIPAA; mandatory reporting to include child abuse, endangerment of self or other, elder abuse, etc; procedures for procuring involuntary hospitalization, WI Statue Chapter 51 mental health commitment (EM-1) to include processes for emergency or precautionary admission for drug and/or alcohol detoxification.
6. Skill in working with children, adolescents and families.
7. Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
8. Ability to assess patients psychiatric and psychosocial needs.
9. Ability to comply with Care Giver law throughout employment.
10. Ability to work independently and meet strict time lines.
11. Ability to communicate efficiently and effectively both verbally and in writing.
12. Ability to become certified in Reporting Child Abuse and Neglect and Health Insurance Portability and Accountability Act (HIPAA) within thirty (30) days of employment.
13. Ability to establish and maintain good working relationships with the individuals of varying social and cultural backgrounds.
14. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
15. Must be willing and able to obtain additional education and training.
16. Health Insurance Portability and Accountability Act (HIPAA) training is required prior to starting this position. **(Training will be administered by the Human Resource Department).**

## **JOB DESCRIPTION**

### **Triage Counselor**

**Page 3**

#### **STANDARD QUALIFICATIONS: (Cont.)**

17. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
18. Employees are required to have proof of immunity or dates of 2 doses of MMR and of Varicella prior to starting in any position within the Oneida Comprehensive Health Division. Any refusal of vaccination(s) or failure to provide proof of immunity may disqualify the applicant.
19. Must pass a background security check with the Oneida Nation in order to meet the Employment Eligibility Requirements, Tribal/State Compact and/or Oneida Nation Gaming Ordinance as they pertain to the position. A temporary license or Gaming License issued by the Oneida Gaming Commission is required as a condition of employment and continuing employment within the Oneida Nation Gaming Division.
20. A valid, non-probationary driver's license or occupational driver's license, reliable transportation, and insurance are required. Must obtain a Wisconsin non-probationary driver's license or occupational driver's license within thirty (30) days of employment if applicant has an out-of-state driver's license. Must be authorized as eligible to operate a personal and Tribal vehicle under the Oneida Nation's Vehicle Driver Certification and Fleet Management Policy prior to actual start date. Must maintain driver's eligibility as a condition of employment.

#### **PREFERRED QUALIFICATIONS:**

**Applicants please clearly state on the application/resume if you meet these qualifications.**

1. Knowledge and understanding of the Oneida Nation culture, tradition and values.

#### **MINIMUM QUALIFICATIONS:**

**Applicants please clearly state how you meet these qualifications on the application/resume.**

1. Bachelors Degree in Psychology, Social Work or closely related field; One (1) year current work experience in the mental health field to include triage and case management work with one (1) year experience working with alcohol and drug abuse. An equivalent of education and experience may be considered.

#### **ITEMS TO BE SUBMITTED:**

1. **Must provide a copy of diploma, license degree or certification upon employment.**
2. **Must complete a pre-employment assessment prior to hire.**
3. **Must complete a pre-employment case study prior to interview.**