

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



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

JOB DESCRIPTION

OR MAIL TO:
Human Resource Department
P.O. Box 365
Oneida, WI 54155-0365

Phone: (920) 496-7900

Fax: (920) 496-7490

Job Line: 1-800-236-7050

POSITION TITLE: Triage Counselor LIMITED TERM
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: June 12, 2017
CLOSING DATE: Until Filled
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

This position will 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. 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.
2. 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.
3. Document clinical impressions, along with observations and recommendations for a formal assignment to Psychotherapist or Substance Abuse Counselor.
4. Meet with assigned clients for Brief Service Consultation; review registration paperwork; perform a Brief Intake Screening to determine client's needs; provides recommendation for treatment best suited to addressing client's needs.
5. Obtain signed Release Authorization form allowing disclosure of information between Oneida Behavioral Health and other agencies.
6. Perform Brief Intake Screenings to determine the specific nature of the client's request for service.
7. 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.
8. Evaluate and assess for inpatient care as needed.
9. Facilitate inpatient hospitalization both voluntary and involuntary for primary therapists and/or psychiatrists.
10. Provide Community outreach services-response and assess of site if needed.
11. Conduct suicide and homicide assessments. Also assess for client's ability to care for themselves.

JOB DESCRIPTION

Triage Counselor

Page 2

DUTIES AND RESPONSIBILITIES: (Cont.)

12. Provide short term counseling for clients in crisis, either over the phone and/or in person.
13. Co-facilitate group therapy when primary therapists are unavailable.
14. Provide comprehensive follow up with clients in crisis situations until they are able to be connected with primary therapist and/or Psychiatrist.
15. Provide diffusing and debriefing in response to critical incident stress and trauma within the community.
16. Provide case management with collaboration of the rest of the team.
17. Refer client to other support services as needed, such as medical evaluation and treatment, social services, and employment services.
18. Consult with other legal and treatment agencies and individuals in relation to patient/client records, rights, and responsibilities.
19. Participate in staffing and departmental meetings.
20. Maintain case records containing pertinent, accurate and current information in compliance with the Privacy Act, HIPAA and Department rules, regulations and policies.
21. Report potential or actual patient safety concerns, medical errors and/or near misses in a timely manner.
22. Establish and maintain good rapport and effective working relationships with patients, visitors, Physicians and Hospital employees.
23. Attend and participate in multi-disciplinary Case Review Meetings.
24. 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.
25. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
26. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
27. 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; talk and hear.
2. Occasionally stand, stoop, kneel, crouch, or crawl; 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 of DHS 35 and DHS 75 licensing requirements
3. Knowledge of department organization, functions, objectives, policies and procedures.
4. 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.
5. Knowledge of patient outreach services and activities, funding agencies, and community health care and vocational services.
6. Knowledge and understanding of the Oneida Nation culture, tradition and values.
7. 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.
8. Skill in working with children, adolescents and families.
9. Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
10. Ability to assess patients psychiatric and psychosocial needs.
11. Ability to comply with Care Giver law throughout employment.
12. Ability to work independently and meet strict time lines.
13. Ability to communicate efficiently and effectively both verbally and in writing.

JOB DESCRIPTION

Triage Counselor

Page 3

STANDARD QUALIFICATIONS: (Cont.)

14. Ability to become certified in Reporting Child Abuse and Neglect and Health Insurance Portability and Accountability Act (HIPPA).
15. Ability to establish and maintain good working relationships with the individuals of varying social and cultural backgrounds.
16. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
17. Must be willing and able to obtain additional education and training.
18. Health Insurance Portability and Accountability Act (HIPAA) training is required prior to starting this position. **(Training will be administered by the Human Resource Department).**
19. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
20. 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.
21. A valid driver's license, reliable transportation, and insurance. Must obtain a Wisconsin 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 Vehicle Drivers 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.

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.
2. Must complete a pre-employment case study prior to interview.
3. Must complete a pre-employment test prior to interview.

ITEMS TO BE SUBMITTED:

1. **Must provide a copy of diploma, license, degree or certification upon employment.**