



## STAR VISTA

**Job Title:** Triage Therapist – Bilingual Spanish Preferred  
**Program:** Crisis Intervention and Suicide Prevention Center (Crisis Center)  
**Status:** Full time, 40hrs/week, non-exempt; benefits include health, dental, vision, pro-rated sick leave, vacation, personal days, holiday pay.  
**Department:** Early Childhood and Family Services  
**Reports To:** Youth SOS Program Coordinator

### PROGRAM DESCRIPTION:

The Crisis Intervention & Suicide Prevention Center (Crisis Center) operates the San Mateo County's 24/7 Crisis Hotline and is both a critical first point of contact for people in need of referrals to social services and a last resort for people in crisis to reach out for help. The Crisis Center team also provides follow up services to clients and operates a peer-to-peer teen chat and text service via [sanmateocrisis.org](http://sanmateocrisis.org). Additionally, the crisis center staff also provides education and training across San Mateo County to youth, school faculty, community groups and associations, law enforcement agencies, health systems and other interested parties about the myths and facts of suicide, suicide risk factors, warning signs, and what to do if someone is contemplating suicide. This crisis center is also home to the Health Ambassador Program for Youth (HAP-Y) is program that seeks to train youth ages 16-24 to become mental health ambassadors. The program trains youth for 14 weeks in different topics, such as: Wellness Recovery Action Plan (WRAP), Suicide Prevention, LGBTQ+ 101 and more.

The Crisis Center is currently in the process of launching a new program that provides in-person crisis response within San Mateo County. The Youth Stabilization Opportunity and Support (Youth SOS) which is composed of Triage Therapists, Family Partners, provides 24/7 in person crisis response to minors and transitional age youth (ages 0-25) who are in crisis and are requesting support. This team also works in partnership with the Family Urgent Response System (FURS) which is another in-person crisis response for current and previous foster youth within San Mateo County.

### POSITION PURPOSE AND OBJECTIVE:

A successful candidate for this position will have proven history working with children and families and will be able to communicate a sense of passion and commitment to crisis intervention work. Additionally, a warm, relational, and strength-based approach to working with families, as well as flexibility and adaptability, are key success factors. We will provide high-quality training and reflective supervision to support professional development and growth.

### PRIMARY JOB REQUIREMENTS:

- Work as part of a multi-disciplinary team of Youth Peer Partners, Clinical Supervisor, Triage Therapists, Program Manager, and community partners.
- Be part of Youth SOS team whose primary focus is to conduct suicide risk assessment and crisis intervention with youth ages 0-25 who are at-risk for suicide in San Mateo County
- Respond to requests from Youth SOS, FURS and crisis hotline by providing telephone and in-person crisis intervention services to youth, consultation to school staff, family members, or community members, and provide appropriate referrals for youth and families as clinically indicated.
- Will assess the youth for risk and follow Crisis Center's triage protocol for responding to youth in crisis.

- Will engage youth at schools, in the home, or in the community to conduct risk assessment.
- When needed, coordinate transportation services to Psychiatric Emergency Services for 5150 detentions.
- Work collaboratively with youth and family/caregiver to develop a safety plan, link client to appropriate outside resources including ongoing mental health treatment.
- Conduct short term therapy (8-12 weeks) with youth when appropriate. Ensure warm hand off to long-term mental health provider.
- Interface with The County of San Mateo regarding mental health services provided to adults, youth, and their families.
- Collaborate with the Mental Health Services Division's Community Response Team to provide immediate response to major community incidents, such as a suicide or other major crisis impacting many people. Shall attend related meetings and trainings and be available to respond to community crises.
- Participate in the county's Suicide Prevention Committee meeting, School Based Collaborative meeting, Local Field Crisis Meeting and other relevant ongoing engagements.
- Respond to crisis hotline follow-ups, which provides follow up phone services to callers of all ages who are in crisis, are survivors of suicide, need specialized referrals or otherwise in need of extra care.
- Other tasks as assigned.

**MINIMUM QUALIFICATIONS:**

- Licensed MFT, LCSW or Psychologist or Post-Masters/Post-Doctorate working toward a License with valid registration number.
- Provide culturally appropriate and culturally humble services, values diversity, and ability to work with diverse populations.
- Experience working with culturally and ethnically diverse populations.
- Clinical knowledge of issues related to suicide and crisis intervention.
- Ability to work in crisis situations and to work with paraprofessionals and volunteers.
- Ability to use clinical knowledge and skills in non-clinical setting.
- Strong skills in teaching/training, organizational, and strong verbal, and written communication skills.
- Ability to manage multiple projects and tasks independently and to work as part of a team.
- Ability to communicate effectively with other agency departments and to follow established protocol.
- Ability to pass TB and fingerprint clearance.
- Availability to evenings and weekends required.
- Ability to complete 20 hours of continuing education training.

**SUCCESS FACTORS:**

- Enjoys working in the community, is passionate and creative.
- Enjoys working with volunteers and community partners.
- Ability to organize, prioritize and manage multiple tasks to meet specific goals and deadlines.
- Flexibility in meeting changing priorities as the work requires.
- Able to function as part of a team and possess strong interpersonal skills.
- Support for agency direction, purpose, and mission.

**WORKING CONDITIONS:**

- Work independently as well as with a team; take initiative, some evenings and weekends required with advanced notice.

**POSITION STATUS:**

Exempt, 40 hrs/week, benefits include health, dental, and vision, sick leave, vacation, personal days, and holiday pay. start-date: April 5, 2021

**TO APPLY:** Please e-mail resume and cover letter of why you are interested in this position to [Zena.andreani@star-vista.org](mailto:Zena.andreani@star-vista.org).

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StarVista is a private non-profit agency in San Mateo County that provides a wide array of free and low-cost services to help children, teens and adults who are dealing with substance abuse, domestic violence, mental health, relationship and communication issues. More information about the agency and its programs can be found at [www.star-vista.org](http://www.star-vista.org).