



## STAR VISTA

**JOB TITLE:** On call- Second and Third Shift- Triage Clinician  
**PROGRAM:** Crisis Intervention and Suicide Prevention Center  
**STATUS:** 20-40 hrs/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

***This position is paid \$15 for non-work/ on-call hours and there is a separate, regular rate for hours worked.***

### **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.

### **PRIMARY JOB REQUIREMENTS:**

- Work as part of a multi-disciplinary team of Youth Peer Partners, Clinical Supervisor, Triage Therapists, Program Manager, Program Coordinator, and community partners.
- Be part of Youth SOS 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.

- 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 a large number of people. Shall attend related meetings and trainings and be available to respond to community crises.

**SPECIFIC TASKS:**

- Respond to crisis situations in school, home, and community settings via phone consultation or in-person site visit.
- Provide on-site suicide assessments and interventions to youth countywide.
- Provide follow up mental health services and link youth/family to community- based resources for ongoing support and/or mental health treatment.
- Provide short-term support groups to students/staff after a crisis or other situation impacting students.
- Provide monthly data to Program Manager regarding services delivered.
- Collaborate with San Mateo County's Mental Health Community Response Team and other county agencies providing crisis intervention, critical incident debriefing, and grief support.
- 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:**

- Post-Masters/Post-Doctorate working toward a License with valid registration number, or Licensed MSW or LMFT
- 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 para-professionals 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.
- Must be able to work overnight/evenings and weekend.
- Ability to complete 20 hours of continuing education.

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.

**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).

**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).