



## NIAGARA COUNTY JOB POSTING

### OPEN TO THE PUBLIC

TITLE/POSITION #: FT Crisis Services Phone Aide #13085

PAY RATE: \$19.25-\$21.70/Hr

DEPARTMENT/DIVISION: Mental Health

WORK LOCATION: Trott-Niagara Falls

STATUS: Provisional

DESCRIPTION: The Niagara County Department of Mental Health & Substance Abuse Services is seeking a Full-time Crisis Services Phone Aide for our Niagara Falls location, work schedule is Monday - Friday, 4 PM - 12 Midnight. Employees in this position provide service through the 24-hour county-wide Crisis Services Call Center providing needs assessment and referrals on the telephone for a wide range of callers by utilization of the Crisis Intervention Model and suicide assessment procedures. Callers may include, but not be limited to persons with situational, personal, family disturbances, drug or alcohol problems, etc. Position performs other related duties as needed.

MINIMUM QUALIFICATIONS: Niagara County Resident and Graduation from high school or possession of an equivalency diploma:

AND: 1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in a Human Services or Social Sciences field;

OR: 2. Completion of at least thirty (30) credit hours in a Human Services or Social Sciences field from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees;

OR: 3. Two (2) years of experience in a paid or active volunteer emergency services position, (i.e., 911 service, medical or psychiatric emergency or inpatient unit, or crisis telephone program);

**Applications, Job Specifications, Job Postings & Exam  
Announcements can be found at:**

**<https://niagara-portal.mycivilservice.com/>**

Niagara County policy prohibits discrimination in employment, program activities, contracting, and procurement against any person due to such person's age, marital status, disability, genetic predisposition or carrier status, race, color, creed, sexual orientation, veterans status, national origin, or any other characteristic protected by federal or state law.

Niagara County is an Equal Opportunity Employer

**OR: 4. Two (2) years of employment in a mental health or human services setting performing direct services to individuals (i.e. case/care manager, youth or crisis counselor, nursing assistant, direct service professional, peer specialist); OR: 5. An equivalent combination of education, training, and experience. Note: Verifiable volunteer and/or part-time experience will be pro-rated.**

**\*\* Position is a provisional appointment, candidate will be required to pass and be reachable on a civil service exam in order to be eligible for permanent appointment.**

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DATE POSTED: **1/17/2022**      DEADLINE: **1/31/2022**

APPLY ELECTRONICALLY AT: <https://niagara-portal.mycivilservice.com/>

OR SUBMIT PAPER APPLICATIONS TO:

**Niagara County Human Resources**

**111 Main Street – Suite G2, Lockport, NY 14094**

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