



NIAGARA COUNTY JOB POSTING

OPEN TO THE PUBLIC

TITLE/POSITION #: **Crisis Services Phone Aide - FT - 2 Positions #13747 & #13748**

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

DEPARTMENT/DIVISION: **Mental Health**

WORK LOCATION: **Trott-Niagara Falls**

STATUS: **Provisional**

DESCRIPTION: For a complete job description and minimum requirements please visit:

<https://www.niagaracounty.com/Employment/Job-Specs-for-Civil-Service-Positions>

The Niagara County Department of Mental Health & Substance Abuse Services is seeking two Full-time Crisis Services Phone Aides for our Niagara Falls location.

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. Employees will have an established schedule (4pm-12pm or 12am-8am, Monday - Friday), but with adequate notice, may be required to work alternate shifts for coverage purposes.

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;

**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: 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);

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.**

DATE POSTED: **09/19/2022** DEADLINE: **10/02/2022**

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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