



NIAGARA COUNTY JOB POSTING

DATE POSTED: 5/20/2024

DEADLINE: 6/2/2024

POSITION TITLE/ #: Senior Crisis Services Phone Aide #13555

POSITION CLASS: Competitive - No eligible list

PAY RATE: \$24.26 - \$27.87/hr WEEKLY HOURS: 35

DEPARTMENT/DIVISION: Mental Health

WORK LOCATION: Trott - Niagara Falls

POSTINGS FOR CURRENT EMPLOYEES:

If this is a competitive class position, in order to apply for transfer, you must have permanent competitive status, have completed your probationary period, and be in the same or comparable title (as determined by Civil Service) as this position. Current eligible lists will also be used to fill positions. For questions about title comparability, please contact Civil Service at 716-438-4071 or civilservice@niagaracounty.com.

STATUS FOR CURRENT EMPLOYEES: Provisional

Submit letter of interest and resume to:

NAME: Laura Kelemen, Director

ADDRESS: 5467 Upper Mountain Road, Lockport, NY 14094

POSTINGS OPEN TO THE PUBLIC:

STATUS FOR PUBLIC CANDIDATES: Provisional

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

https://niagaracounty.com/Employment/Job_Specs_for_Civil_Service_Positions.php

The Senior Crisis Services Phone Aide provides oversight, guidance, and supervision to Crisis Services Phone Aides (Phone Aide) and assists with reviewing documentation and recorded crisis services calls for the purpose of providing feedback and training. The incumbent performs call center duties similar to those of a Phone Aide; however, the incumbent is responsible for handling more complex problems and situations with less direct supervision. In addition, the incumbent is responsible for collecting and compiling statistical and audit ready information for reporting purposes. Work is performed under the general direction of a Supervising Social Worker assigned to crisis services (Program Supervisor). Leeway is permitted for the exercise of independent judgment in carrying out the details of the job in accordance with established laws, rules, policies, and procedures. Does related work as required.

MINIMUM QUALIFICATIONS: **PROMOTIONAL QUALIFICATIONS:**

Four (4) years of permanent competitive status as a Crisis Services Phone Aide

OPEN COMPETITIVE: Graduation from high school or possession of an equivalency diploma and one of the following:

- 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 and two (2) years of employment in a paid emergency service position, i.e., 911 service, medical or psychiatric emergency or inpatient unit, crisis telephone program or case management program or as an active volunteer in a crisis services program such as the Niagara County Crisis Services Call Center; 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 and two (2) years of the experience described in (1) above; OR**
- 3. Four (4) years of experience as described in (1) above.**

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

Applications, Job Specifications, Job Postings & Exam Announcements can be found here:
<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

Form Revised 4/4/2023