



## NIAGARA COUNTY JOB POSTING

DATE POSTED: 1/6/25 DEADLINE: 12/31/25

POSITION TITLE/ #: Crisis Services Phone Aide Full time or Part Time –  
Continuous Recruitment - (Residency Waived)

POSITION CLASS: Non-Competitive

PAY RATE: \$23.10 - \$25.77/hr WEEKLY HOURS: 35

DEPARTMENT/DIVISION: Mental Health

WORK LOCATION: Trott – Niagara Falls

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### **POSTINGS OPEN TO THE PUBLIC:**

STATUS FOR PUBLIC CANDIDATES: Permanent

DESCRIPTION: For a complete job description and minimum requirements please visit:  
[https://niagaracounty.com/Employment/Job\\_Specs\\_for\\_Civil\\_Service\\_Positions.php](https://niagaracounty.com/Employment/Job_Specs_for_Civil_Service_Positions.php)

The Niagara County Department of Mental Health & Substance Abuse Services is seeking Full-time and part-time Crisis Services Phone Aide 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. Full-time employees will have an established schedule, but with adequate notice, may be required to work alternate shifts for coverage purposes. Part-time positions are 14 hrs/week, Saturday and Sunday, various shifts available.

This position is non-competitive and covered under the HELP Program. Information on the HELP Program can be found here:

<https://www.niagaracounty.com/employment/#outer-1641>

MINIMUM QUALIFICATIONS: The minimum qualifications can be found on the  
continuous recruitment posting here:

[https://niagaracounty.com/Employment/Job\\_Specs\\_for\\_Civil\\_Service\\_Positions.php](https://niagaracounty.com/Employment/Job_Specs_for_Civil_Service_Positions.php)

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; 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.**

**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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**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