



NIAGARA COUNTY JOB POSTING

DATE POSTED: 4/7/25 DEADLINE: 4/20/25

POSITION TITLE/ #: Crisis Services Phone Aide (HELP Program) #13666 (Residency Waived)

POSITION CLASS: Non-Competitive

PAY RATE: \$22.26 - \$24.79 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: Permanent

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: Permanent

DESCRIPTION: For a complete job description and minimum requirements please visit: https://niagaracounty.com/Employment/Job_Specs_for_Civil_Service_Positions.php

Performs a wide variety of tasks in a county-wide Crisis Services Call Center. Employees in this class provide service through a 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. Performs related duties as required.

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

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

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