NIAGARA COUNTY JOB POSTING

DATE POSTED: **11/25/26** DEADLINE: **12/8/26**

POSITION TITLE/ #: **P/T Crisis Counselor I (HELP Program) (Residency Waived) #14006**

POSITION CLASS: **Non-Competitive**

PAY RATE: **$25.86 - $29.72** WEEKLY HOURS:**16 Hours (Flexibility to work evenings and weekends is required)**

DEPARTMENT/DIVISION: **Mental Health**

WORK LOCATION: **Niagara Falls / Trott**

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: **Director, Laura Kelemen**

ADDRESS: 475 South Transit Street, Suite 500, 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

The work involves responding to and managing calls to the Crisis Services Call Center, including local crisis and 988 Suicide and Crisis Lifeline. Callers may include, but are not limited to, persons with situational, personal, family disturbances, drug or alcohol problems, etc. Incumbents engage with callers, screen, and assess for immediate needs using the crisis intervention model and suicide assessment procedures and ensure that pertinent data is collected and maintained in the electronic health record system. Employees provide supportive counseling, brief education and coping skills, safety planning, and link callers to needed resources. The work is performed in accordance with all regulatory and departmental requirements under the general supervision of professional staff assigned to the Call Center. Does related work 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

PROMOTIONAL QUALIFIICATIONS: Candidates must have two (2) years of permanent status as a Crisis Services Phone Aide in the Niagara County Mental Health Department immediately preceding date of exam.

OPEN COMPETITIVE QUALIFICATIONS: Candidates must meet one of the following:

1. Graduation with a Bachelor's Degree in a Human Services/Social Sciences field; OR

2. Graduation with an Associate's Degree or completion of at least sixty (60) credit hours and one of the following:

a. 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

b. 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).

NOTE:

1. Degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

2. 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