

CAREER OPPORTUNITIES

Current Openings

- **Director of Substance Abuse Treatment Services**
- **CRU Case Manager**
- **Per Diem Hotline Counselor**
- **Per Diem LNP** (psychiatric experience preferred)
- **Full Time Registered Nurse**

HOW TO APPLY:

If you are looking for a great career and not just a job, come see what BCRI has to offer. We offer competitive pay, a convenient Baltimore City location, free parking, and a comprehensive benefits package including health, dental, retirement, tuition reimbursement and paid time off.

Qualified candidates should submit their resume' and cover letter with salary requirements to: **Betty S. Taylor, Human Resource Coordinator**. Please reference the desired position in the subject line. Apply by email at jobs@bcresponse.org or fax your information to 410-433-6795. Only candidates meeting position requirements will be considered.

Our vacancies change frequently, so please check back often. Even if the job you seek is currently not available, please submit your resume' as we will keep it on file should a suitable vacancy arise. Please refer to the following pages for a list of frequent vacancies.

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CAREER OPPORTUNITIES

Director of Substance Abuse Treatment Services

The primary goal of this position is to provide general clinical and administrative oversight for the Detox Program. The Program Director is responsible for insuring the continuity of care for clients. To achieve these goals, the Program Director must maintain a flexible schedule while achieving the following objectives/responsibilities:

Supervision of the day to day operations of the 11 Bed Detox Unit.

Facilitate timely assessment and treatment planning for clients with substance abuse and co-occurring disorders.

Oversight of the scheduling and staffing coverage for the Detox staff.

Direct supervision of the Detox staff (including performance evaluations, regular feedback/supervision etc.) ensuring all policy and procedures are being followed.

Daily oversight of individual and group treatment, appropriate for client's disorder, while providing direct intervention and counseling as needed.

Provide in-service training of BCRI staff regarding evaluation and treatment of clients with substance abuse and dual disorders.

Monitoring and tracking clinical documentation, service trends and making recommendations regarding service improvements.

Participate in community educational activities and public relation activities, as required.

Participating in management and board of director activities, as required.

Preparation and participation in all areas of Detox Audits.

Maintain and appropriately record any issues/problems that may arise and report them directly to the Executive Director.

Performs the functions of liaison between Local Substance Abuse Authority and other outside agencies.

Remain familiar with resources and provides updated information and referral sources to all Detox staff.

Attend meetings as appropriate, with the local Substance Abuse and Mental Health Authorities.

Participating in recruiting, hiring and training of new staff.

Other duties as required by the Executive Director.

QUALIFICATIONS:

This position requires a Master's Degree in a Human Services Field as well as a Maryland authorized Supervisor Alcohol and Drug Licensure. Maryland State License LCADC preferred; will except a CAC-AD licensure with approved supervisor letter. Previous experience must include working in a supervisory capacity while monitoring clients with co-occurring disorders.

Benefits Include: Medical, Dental Vision and 403(b) Retirement; Vacation, Sick, Personal and Holiday leave; Flexible schedule.

CAREER OPPORTUNITIES

Veteran Housing Case Manager

JOB DESCRIPTION:

Provides a short duration of intensive case management services to veteran families in need of permanent housing and who may have complex needs such as serious and persistent mental illness, history of substance abuse, history of incarceration, history of chronic homelessness, or history of un- or underemployment. Assist veteran families to access the community resources necessary to meet their individualized permanent housing needs including, but not limited to, mental health, medical, financial, educational, vocational, residential and social support services. Develops positive working relationships and routine communication with veterans, family members, the veteran administration including VHA (Veterans Health Administration) and VBA (Veteran Benefits Administration) and other referral sources, service providers, and community resources to facilitate service delivery. Monitors and documents consumer progress and outcomes.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.:

- Acquires and demonstrates working knowledge of all policies and processes described in Case Management Manual as well as specific services provided through the SSVF (Supportive Services for Veteran Families) Program.
- Utilizes counseling and communication skills to engage veteran families and build positive working relationships.
- Conducts community-based outreach to identify and market services to eligible program participants.
- Screens potential program participants for eligibility.
- Completes an initial assessment and prioritizes consumer needs.
- Completes an initial service plan within 10 days after completion of the initial assessment and updates the service plan at least every 3 months.
- Establishes a file for each consumer that includes all documents, contacts and information related to that individual.
- Assists consumer to obtain and maintain all entitlements and benefits for which they are eligible, including VBA, HUD-VASH, MA, SSI and/or SSDI, Section 8 Housing, Pharmacy Assistance, TANF, etc.
- Facilitate linkage of veterans to resources and supports identified in their Service Plan. Ensure routine communication and feedback to monitor progress.
- Completes monthly progress reports, 3-month reviews, contact notes and service plans on a timely basis that reflect progress towards goals.
- Provides transportation, advocacy, crisis intervention and on-call availability as needed.
- Maintains ethical and competent consumer relationships and safeguards consumer confidentiality.
- Complies with all Veteran Administration reporting requirements.
- May be selected by Supervisor to serve a term on the Human Rights Committee.
- Other duties as assigned.

(Continued on next Page)

CAREER OPPORTUNITIES

PSYCHIATRIC NURSE

JOB DESCRIPTION:

The primary goal of this position is to provide psychiatric and somatic care to clients of Baltimore Crisis Response, Inc. To support this goal the following objectives/responsibilities must be achieved:

- Functions effectively as a member of the Mobile Crisis Team providing:
 - Timely and effective evaluations of clients including mental health and somatic concerns
 - Appropriate nursing care effective crisis intervention
 - Contributes to development of appropriate treatment plans
 - Effective supportive therapy
- Acts as an effective consultant to others regarding client psychiatric and medical needs and issues
- Monitors client progress
- Timely and accurate recording of medical and mental health information
- Provides training, supervision and teaching experiences to BCRI staff, students and volunteers
- Actively participates in the organization's professional development program which includes:
 - Regular supervision
 - Clinical training seminars
 - Utilization of tuition reimbursement
 - Agency sponsored attendance at outside educational activities.
- Performs other duties as required by BCRI management

QUALIFICATIONS:

- Must be a registered nurse licensed to practice in the State of Maryland. Will consider candidates with educational backgrounds from Associate's to Master's degrees.
- Experience in community mental health desirable and psychiatric nursing experience required.
- Leadership/supervisory responsibilities based on experience and educational level.

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Licensed Practical Nurse

JOB DESCRIPTION:

The primary goal of this position is to provide somatic care to clients of Baltimore Crisis Response, Inc. To support this goal the following objectives/responsibilities must be achieved:

- Functions effectively as a member of the Crisis Residential Unit providing:
 - Timely and effective evaluations of clients including mental health and somatic concerns
 - Appropriate nursing care
 - Effective crisis intervention
 - Packing, monitoring and administration of medication
- Acts as an effective consultant to others regarding client psychiatric and somatic needs and issues.
- Monitors client progress.
- Timely and accurate recording of medical and mental health information.
- Provides training and teaching experiences to BCRI residential staff, students, and volunteers.
- Actively participates in the organization's professional development program which includes:
 - Regular supervision
 - Clinical training seminars
 - Utilization of tuition reimbursement
 - Agency sponsored attendance at outside educational activities.
- Performs other duties as required by BCRI management.

QUALIFICATIONS:

- Must be a practical nurse licensed to practice in the state of Maryland.
- Experience in community mental health desirable.

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Hotline Counselor

JOB DESCRIPTION:

The primary goal of the Hotline Counselor is to provide services, as appropriate, to the caller. These services may include supportive counseling, information and referral, crisis intervention counseling and intake screening of clients to the Mobile Crisis Team (and other community services). To support this goal the following position objectives/responsibilities must be achieved:

- Assesses each caller's presenting problem, support systems, coping skills and level of emergency in order to determine appropriate intervention. These assessments are also used to triage crisis calls.
- Uses counseling skills, active listening and empathy to establish rapport with a wide range of callers.
- Continues to seek knowledge related to mental illness and addiction, by using appropriate reading material, internet, etc.
- Intervenes appropriately with callers who present eminent danger to self or others, including assessing lethality and taking necessary steps to intervene. Interventions may include, but are not limited to appropriate referral to Mobile Crisis Team, tracing calls, sending police/rescue, arranging follow-up, advocating for client, or providing other referrals.
- Using the policy, procedure and admission criteria of BCRI effectively to screen clients for referral to most appropriate level of services based on the caller's needs and available services.
- Performs the function of liaison between the treatment components; organizing and relaying information, as necessary.
- Is familiar with resources and provides information and referrals to callers as needed.
- Completes all documentation accurately, thoroughly and in accordance with BCRI policy and procedures, including telephone intervention forms.
- Completes all shift-to-shift communication forms, for effective transfer of information between shifts.
- Actively participates in the organization's professional development program which includes:
 - Regular supervision
 - Clinical training seminars
 - Professional development seminars
 - Agency sponsored attendance at outside educational activities.
- Maintains an effective working relationship with other staff and human services organizations, by accessing appropriate channels of communication to resolve conflicts and contributing to the crisis programs through consistent teamwork and flexibility.
- Maintains a high level of professionalism with all callers, staff, and outside agencies.

QUALIFICATIONS:

- This position requires a Bachelor's degree in psychology, social work or related field.
- One year related experience preferred
- Bachelor's degree preferred, Associate's degree or candidates who successfully complete specialized training program will be considered.

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Mental Health Counselor

JOB DESCRIPTION:

The primary goal of this position is to provide mental health care including, evaluation, crisis intervention and treatment to clients of Baltimore Crisis Response, Inc. To support this goal the following objectives/responsibilities must be achieved:

- Functions effectively as a member of the Mobile Crisis Team providing:
 - Timely and accurate assessments of clients
 - Effective crisis intervention
 - Contributes to development of appropriate treatment plans
 - Effective supportive therapy
- Acts as an effective consultant to others regarding clients' needs and issues.
- Provides training, supervision and teaching experiences to other BCRI staff, students and volunteers.
- Functions effectively as a "Hotline" Counselor.
- Monitors client progress by assuming a "primary therapist role". This involves coordinating and overseeing the clinical/administrative aspects of each case.
- Timely and accurate record keeping.
- Active participation in the organization's professional development program which includes:
 - Regular supervision
 - Clinical training seminars
 - Professional development seminars
 - Utilization of tuition reimbursement
 - Agency sponsored attendance at outside educational activities.
- Performs other duties as required by BCRI management.

QUALIFICATIONS:

- This position requires a Master's degree in psychology, social work or a related field from an accredited college or university.
- Candidate must have applicable Maryland State licenses and certifications.
- A minimum of two year post graduate experience is preferred.

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Residential Counselor

JOB DESCRIPTION:

The primary goal of this position is to insure the maintenance of a safe, therapeutic and structured environment for clients placed in the Crisis Residential Unit. To support this goal the following position objectives/responsibilities must be achieved:

- Effective monitoring and supervision of all clients placed in the Crisis Residential Unit.
- Assist clients with basic care, therapeutic and leisure needs.
- Timely reporting and recording of all clinical and client related information.
- Effective crisis intervention as directed and required.
- Safe and accurate monitoring of client medication issues.
- Safe and effective transportation of client to approved and appropriate locations.
- Active participation in the organization's professional development program which includes:
 - Regular supervision
 - Clinical training seminars
 - Professional development seminars
 - Utilization of tuition reimbursement
 - Agency sponsored attendance at outside educational activities.
- Effective management of an orderly physical plant through supervision of client ADL functions, staff assigned duties, and appropriate utilization of organization resources.
- Contributes to the effective functioning of the CRU through consistent team work and flexibility.
- Maintains open, effective and appropriate communication with clients, BCRI staff, management, outside agencies and the public.
- Performs other duties as required by BCRI management.

QUALIFICATIONS:

- Bachelor's degree preferred, Associate's degree or equivalent required.
- Must have a minimum of one year experience working with persons with severe and persistent mental illness.

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Case Manager

JOB DESCRIPTION:

The primary goal of this position is to facilitate, manage and coordinate the linkage of BCRI clients with other service providers, support agencies and institutions. To support this goal the following objectives/responsibilities must be achieved:

- Initiate and maintain contact with primary therapists, case managers and other service providers
- Assess client service needs
- Coordinate residential placements
- Initiate referrals for ongoing mental health care
- Monitor client progress
- Timely and accurate recordkeeping
- Functions effectively as part of the Mobile Crisis Team
- Maintains open, effective and appropriate communication with clients, BCRI staff, management, outside agencies and the public
- Safe and effective transportation of clients to approved and appropriate locations
- Assist with crisis intervention for clients
- Active participation in the organization's professional development program which includes:
 - Regular supervision
 - Clinical training seminars
 - Professional development seminars
 - Utilization of tuition reimbursement
 - Agency sponsored attendance at outside educational activities
- Performs other duties as required by BCRI management.

QUALIFICATIONS:

- Bachelor's degree preferred, Associate's degree or candidates who successfully completed specialized training program will be considered.
- Minimum of one year of community mental health experience required.

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Addictions Counselor

JOB DESCRIPTION:

- The primary goal of this position is to provide intake, assessment, evaluation and case management of clients.
- Work involves evaluating the client's situation, developing a social history, treatment plan and follow up. Therapeutic treatment includes individual and group counseling. The employee works under the general supervision of a higher level professional or program manager. Work is reviewed through employee supervision, evaluations, client records, and conferences.
- Provides direct substance abuse counseling service to clients, develops social history and treatment plans.
- Provides case management services to the client; provides referral and monitors quality and quantity of service, functions as client advocate.
- Serves as a primary therapist; provides short-term therapy for clients.
- Serves as a member of the interdisciplinary team.
- Provides individual and group therapy.
- Serves as a program consultant/liason with the community; leads support groups in activities and programs.
- Coordinates a specialized program for clients.
- Timely reporting and recording of all clinical and client related information.
- Effective crisis intervention as directed and required.
- Active participation in the organization's professional development program which includes:
 - Regular supervision
 - Clinical seminars
 - Professional development seminars
 - Utilization of tuition reimbursement
 - Agency sponsored outside educational activities.
- Effective management of an orderly physical plant through supervision of client ADL functioning of the Detox Unit through consistent teamwork and flexibility.
- Maintains open, effective and appropriate communication with clients, BCRI staff, management, outside agencies and the public.
- Performs other duties as required by BCRI management.

QUALIFICATIONS:

This position requires one of the following certifications:

- Certified Professional Counselor
- Alcohol and Drug (CPC-AD)
- Certified Associate Counselor – Alcohol and Drug (CAC-AD) or Certified Counselor – Alcohol and Drug (CSC-AD).

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Hotline Administrative Assistant

JOB DESCRIPTION:

- Screens correspondence and responds independently, when possible.
- Prepare memorandums/letters, outlines and reports.
- Preparation of records such as agendas, notices, minutes and resolutions for meetings. Additional duties may be assigned.
- File; organize and maintain filing cabinets.
- Preparing and organizing training materials.
- Reviewing and preparing departments timecards for submission to Human Resources during payroll weeks.
- Preparing, updating and recording monthly Hotline schedules.
- Must have computer skills on iCarol, R.O.S.I.E, and other data based systems.
- Develop and maintain Hotline Resource Database.
- Update and maintain Hotline records and other data.
- Plan and review the monthly Hotline schedule and make any necessary changes as required. Making sure that the Hotline is sufficiently staffed 24 – 7.
- Review and monitor all reports submitted by the Hotline staff. Completes other reports as required and necessary.
- Attend outside meetings as requested by the Hotline Director. The Hotline Administrative Assistant will be expected to complete and submit a report related to the meeting and or training. It should be a brief summary of the meeting, it should discuss how it's related to or can affect BCRI. It should also include the next meeting date.
- Is familiar with mental health and substance abuse resources..
- Complete all documentation accurately, thoroughly and in accordance with **BCRI** policy and procedures. .
- Actively participates in the organization's professional development program which includes: regular supervision, professional development seminars and agency sponsored attendance at outside educational activities.
- Maintains an effective working relationship with other staff and human services organizations, by accessing appropriate channels of communication to resolve conflicts and contributing to the crisis programs through consistent teamwork and flexibility.
- Maintains a high level of professionalism with all staff and outside agencies.
- Other duties and requirements as deemed necessary for the continued operation of the Hotline and agency as a whole.

QUALIFICATIONS:

This position requires one of the following certifications:

- AA Degree
- Excellent computer skills and knowledge

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