



## **Qualified Mental Health Professional, Crisis Dispatch Personnel**

Pathways Youth and Family Services in San Antonio, TX is seeking a full-time **QMHP (Crisis Dispatch Personnel)** for the Turning Point program. This position will provide acute crisis support services to children and youth in foster care. The Turning Point program operates to support Superior Healthcare clients **Monday through Friday 12:00 pm to 9:00 pm**. In this position, you will be responsible for dispatching to the location of the youth in crisis and actively work to de-escalate the crisis. The QMHP (Crisis Dispatch Personnel) helps caregivers develop and build skills to support autonomous and successful caregiver functioning. They are responsible for assessing the need and providing behavior support services to caregivers by engaging the child and caregivers in crisis de-escalation strategies, safety planning, and skill-building services as appropriate. **The QMHP (Crisis Dispatch Personnel) will work in a mostly remote environment with some work in the office as needed. Travel around the San Antonio area is required, and candidates should live local in San Antonio. Proficiency in Spanish strongly preferred.**

Turning Point is a crisis intervention, acute stabilization, and psychiatric diversion program that provides foster children and their caregivers with therapeutic services and helps them access natural supports to prevent hospitalizations and maintain stable foster care placements. Turning Point is operated by Pathways Youth and Family Services.

**Mental and behavioral health is the largest unmet health need for children and teens in foster care. Are you ready to join a team that's on a mission to change the lives of children and families? Want to be part of a movement that values compassion and empowerment?**

Pathways Youth & Family Services is headquartered in Kerrville, TX with locations in Abilene, Dallas, Austin, San Antonio and Houston. Providing foster care and adoption services to over 10,000 children since 1992, Pathways' mission has become a reality. The organization has fulfilled its vision of thriving children, resilient families, and strong communities enduring for generations. True to its name, Pathways provides a path for youth and families to receive a comprehensive network of services through the following 4 vital programs: Foster Family Care, Adoption Services, Mosaic Behavioral Health and Turning Point, and Residential Care.

### **What you will be working on (essential duties not limited to the following):**

- Immediately dispatch to clients in crisis.
- Assess the crisis situation and actively engage the child, youth and caregiver to de-escalate and/or resolve the crisis and subsequently develop a Crisis Plan to ensure the continued safety of the child, caregiver, and community.
- Utilize approved crisis intervention strategies or skills curriculum with child, youth and caregiver to de-escalate and/or resolve the crisis and help to improve quality of life overall.
- Follow a strengths-based model to develop and build skills that will help the children, youth and caregivers function autonomously and successfully.

- Follow up with the caregivers post crisis to ensure continued stabilization and connection to additional resources.
- Meet in person with clients in their home, school, office and community for the provision of all services within the geographic region of the program.
- Work with the Turning Point clinical team in developing a strengths-based intervention plan specific to each child and caregiver's needs.
- Assist client and caregiver in obtaining any resources, financial assistance or services for which they may be eligible under federal, state, and local regulations.
- Maintain accurate and concise documentation of all services, and contact and collaborate with client, caregiver and community partners.
- Maintain an empathic, yet professional, relationship with child, youth and caregiver and strive to keep clients and caregivers engaged in services.
- Maintain all client documentation in the electronic record system and ensure adherence to requirements set forth in all state and federal rules and regulations.
- When not actively engaging with clients in crisis, conduct case record reviews for behavioral health clients receiving services through Pathways Mosaic Behavioral Health Services.
- Support the utilization and growth of the Pathways' comprehensive service lines by educating and advocating with community partners.

**What you will bring along:**

- Bachelor's degree in human services or other related discipline required.
- At least two years' prior experience working in behavioral health field preferred.
- Experience with crisis intervention preferred.
- QMHP-CS preferred.
- **Bilingual (English and Spanish) strongly preferred.**
- Ability to work efficiently and effectively both individually and as part of a team.
- Ability to work with children and caregivers to deliver skills through approved curriculum.
- Experience with risk assessments, crisis response as well as client-centered interventions.
- Experience with foster and/or adoptive children and families and knowledge of the DFPS system preferred.
- Ability to support the agency's culture, growth, and success through communication, accountability, and positivity.
- Your ability to be clear headed and decisive based on the scope of the position.
- Effective oral/written communication skills.
- Organization and adaptability skills.
- Ability and willingness to think "outside the box."
- Ability to develop and bring together interdisciplinary teams.
- Effective conflict resolution skills.
- Demonstration of good insight and judgment.
- Possess an engaging and enthusiastic personality.
- Dedication to the success of children and caregiver teams.
- Skill in speaking in front of groups.
- Competence in using Microsoft Word, Excel, Power Point, Google applications, Go To Meeting, the Internet, and other software applications.

**Due to the nature of our work, additional requirements include:**

- Proof of valid Texas Driver's License (Type C), current auto insurance, access to reliable transportation, and good driving record.
- Three employment references.
- Cleared motor vehicle driving record.
- Cleared criminal background check.
- Cleared TB test results.
- Cleared pre-employment drug test.
- Working cellular telephone at all times for on-call and after-hours availability.

**What to expect:**

- The majority of our team is remote or stationed at one of our office locations. The Crisis Dispatch Personnel will work remotely most of the time with some office work and in-person meetings at the office in San Antonio as needed. Local candidates will be considered.
- We focus on career development and promotion – people are at the core of everything we do. If you are looking for a career and not just a job, you're in the right place.
- Pathways is the type of company where you can balance great work with great life. It doesn't matter if you're just out of college or your children are; we need you for what you can do.

**What's in it for you? We take care of our people.**

- Competitive salary range commensurate with experience.
- Affordable health coverage for you and your family.
- Generous paid time off, flex days, and holidays.
- Employer matching retirement plan.
- Work side-by-side with other knowledgeable, dedicated, and diverse teams.
- Opportunity to work remote in most positions.
- Casual work environment.
- Amazing opportunities for career progression.
- A service you can be genuinely proud of.

**We would love to hear from you. Submit your resume to be considered for this extraordinary opportunity to positively impact a child's life or visit us at [www.pathway.org](http://www.pathway.org).**

**Pathways is an equal opportunity employer.**