CALL CENTER STAFF MINIMUM QUALIFICATIONS

Attachment 02b - 988 Nevada’s Behavioral Health Crisis Care Hub (NBHCCH) RFP

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# Purpose

The objective of this attachment is to provide minimum qualifications for call center staff

# Staff Minimum qualifications

## Call Taker/Crisis Counselor

### Education

* Highschool or equivalent AND minimum 2 years of experience related field human services field
* Bachelor’s degree in psychology, social work, or other related human services degree or equivalent experience?
* Preferred Certified Addiction Counselor (CAC) or Licensed Associate Counselor (LAC).

### Experience, Skills, and Qualifications

* Must pass State and Federal criminal background checks.
* Minimum 2 years of Crisis Intervention experience using call, text, and chat.
* Minimum 2 years of Call Center experience including multi-line phone systems.
* Cultural competence in working with a variety of populations.
* Bilingual skills – English, Spanish

## Call Center Supervisor

### Education

* Bachelor’s degree or higher in psychology, social work, or other related human services degree or equivalent experience.
* Formal training in and at least two years’ experience in clinical assessment, crisis intervention, treatment planning and treatment using a variety of methods.
* Preferred Certified Addiction Counselor (CAC) or Licensed Associate Counselor (LAC).

### Experience, Skills, and Qualifications

* Experience in telephonic crisis management and call center environment or demonstrated experience in direct supervision and management of mental health professionals.
* Ability to exercise excellent independent clinical judgment with minimal direct supervision.
* Excellent oral and written communication skills, and familiarity with computer use.
* Comprehensive knowledge of substance use, mental health, and recovery issues and principles.
* Bilingual skills – English, Spanish

## Clinician

### Education

* Master’s degree or higher in psychology, social work, or other related human services degree or equivalent experience.
* Must have license in social work or counseling in NV - Licensed Clinical Social Worker (LCSW) or Licensed Professional Counselor (LPC), or Licensed Mental Health Counselor (LMHC)
* Preferred Certified Addiction Counselor (CAC) or Licensed Associate Counselor (LAC).

### Experience, Skills, and Qualifications

* Minimum of 4 to 5 years of leadership experience in behavioral health, preferably as a clinical supervisor.