SERVICES PROVIDED:

The Crisis Hotline provides 24 hour / 7 days a week / 365 days a year crisis and information services for Marion County as well as contracted after hours (i.e. after 5:00pm) to neighboring counties and mental health agencies. Caller supports range from suicide intervention, needs assessment, information and referral to appropriate agency. The Crisis Hotline also provides emergency food boxes, hygiene and snack packs, and financial assistance for rent, utilities, and medication.

The Crisis Hotline deals with the following types of calls: general life stressors, suicide, alcohol & drug abuse, child abuse, homelessness, relationship issues, teens, elderly, gay/lesbian issues, mental illness and emergency needs. Callers may also be agency staff from contracted agencies or emergency personnel.

Practicum students are assigned to the programs “warm-line” to handle long term care callers and conduct wellness checks. This program component offers frequent reassurance to manage mental and physical health issues of the callers, while keeping our main line open to handle more intensive crisis concerns. The goal of the program’s warm line is to decrease overutilization of ER and Mental Health Services. The agency will provide all required and necessary training.

PRACTICUM STUDENT REQUIREMENTS:

- Knowledge of effective communication and listening skills.
- Demonstrated ability in providing unconditional positive regard and empathy toward other people.
- Second year students preferred, all students may request and interview.
- Must complete Crisis Hotline Training and agency orientation training. (training hours count for practicum placed students).
ROLE OF THE PRACTICUM STUDENT:

- Handles the programs warm-line.
- Provide crisis intervention.
- Provides accurate information and interagency referral services.
- Uses a multi-line phone system, answering incoming or transferred calls as appropriate.
- Acts as client advocate by serving as a go-between for clients unable to communicate their needs to the agency, or agencies, best able to meet those needs.
- Dispenses and monitors emergency assistance for food.
- Uses a TDD (telephone for hearing impaired/deaf persons) when appropriate.
- Student assumes responsibility for agreed upon days & shifts to meet practicum hours
- Assumes responsibility for paperwork on designated shifts.
- Participates in on-going skill building training.
- Attends all hotline and all staff meetings. Shares information as designated by supervisor.
- Maintains confidentiality.

TO APPLY FOR PRACTICUM; click on the link below.
http://www.northwesthumanservices.org/Employment.html

CRIMINAL HISTORY CHECK MAY BE REQUIRED

As of April 15, 2011, practicum sites that use the Department of Human Services Background Check Unit will now conduct a weighing test and fitness determination when an individual has been identified as the perpetrator of abuse in certain cases of sexual abuse, physical abuse or financial exploitation. The Background Check Unit will specifically consider the most serious cases of abuse reported and substantiated from January 1, 2010, forward.