

Respite Worker, Crisis Respite Center (CRC)

Position Overview:

Company Overview: As a leading provider of residential and support services to individuals with special needs, **Services for the UnderServed** provides the resources you need to build on your experience amidst our culture of team support. Ongoing training and attention to your development help to ensure your success. Your achievements and leadership are rewarded by advancement opportunities. Our commitment to continuous quality improvement impacts the lives of our clients and communities while contributing to the development of our employees.

Position Summary:

The **Crisis Respite Center (CRC)**, part of Parachute NYC, provides an innovative and unique “hospital diversion” model whereby persons seeking temporary residential/respite care can stay in a warm, friendly, safe, and supportive home-like environment where they are taught to use new recovery and relapse prevention skills. This is achieved through 24-hour peer support, self-advocacy education, self-help training, and mutual understanding. The CRC offers people experiencing a psychosis-related crisis with a short-term (one day to two weeks) residential alternative that will allow individuals to maintain daily activities and connect with community-based services and supports, including primary care. The program will provide recovery oriented services incorporating Need Adapted Treatment and Intentional Peer Support.

Parachute NYC is an innovative CMS funded pilot project designed to support a continuum of community based services for individuals experiencing a psychosis related crisis, including specially trained mobile crisis teams and Crisis Respite Centers.

Responsibilities:

- Develop a partnership with guests experiencing crisis utilizing trauma-informed, recovery oriented, intentional peer support,
- Promote the provision of a safe, comfortable, secure and trusting environment where guests are listened to and respected by staff
- Practice the Intentional Peer Support (IPS) after completing training provided as part of the Parachute NYC grant
- Draw on knowledge and skills acquired from personal experience with the mental health system with a focus on guest’s personal recovery process
- Create a sense of community through the mutual sharing of lived experiences and offers encouragement and support to participate in daily activities within the CRC and community
- Assist with pre-registration process for both individuals referred from NA-MCT (Need Adapted Mobile Crisis Team) and those who self-refer (respite-only guests)
- Assist with intake and registration of new guests, including an explanation of services and expectations, a tour of the premises, introduction to other staff and guests
- Assist and collaborate with other Parachute NYC staff when appropriate to help guests identify, plan for and realize short-term personal goals and priorities while in the CRC

- Facilitate individual and group-based educational, recovery, wellness and skill building opportunities including: wellness self-management; WRAP; peer support; harm reduction; and other social or leisure activities
- Follow-up with guests to monitor and support progress toward goal-achievement
- Advocates for and facilitate access to needed health care services, proactively addressing potential barriers such as missed appointments, transportation, fear and stigma, and communication with professional staff
- Assist guests with steps required to prepare their own meals, manage their own medication, take care of their physical needs and participate in the maintenance of a clean living environment
- Responsible for timely and accurate documentation including documentation of interactions with guests, services provided, critical information and events, contacts with collaterals and referrals, as required by SUS policies and Parachute NYC
- Provide household upkeep duties as needed
- Serve daily cold breakfast for guests and assist guests with accessing snacks, when needed
- Encourage guest participation in relevant aspects of documentation process
- Participates in data collection and recording related to outcomes, research and other agency and grant-based priorities
- Participate in supervision, team meetings, interagency meetings, case conferences, NA-MCT meetings, and other relevant meetings as required by SUS and Parachute NYC
- Provides flexible evening, night, weekend and holiday coverage

Benefits Overview: We offer attractive compensation with comprehensive benefits including: Medical/Dental/Prescription/Vision/Life Insurance;403(b); Credit Union; FSAs; Short-and-Long-Term Disability; Transportation Plan; Generous Paid Vacations and Holidays

Qualifications:

- Work experience in a behavioral health or related setting, preferably using the recovery model
- **Have lived experience with the mental health system and willingness to share personal experience appropriately and respectfully**
- Graduate of core peer specialist training program, preferred but not required
- **Minimum of high school diploma or equivalent (GED)**
- **A respect for, and high level of comfort around people experiencing psychiatric crisis**
- Exceptional written and oral communication skills including empathic listening, responding
- Ability to utilize critical thinking, problem-solving and de-escalation skills to assist with creating and maintaining an environment that promotes recovery
- Ability to utilize various computer programs, specifically Microsoft Word and Excel
- Bilingual- Spanish highly preferred

Send resume to jjenkins@sus.org and/or sbailey@sus.org.

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