



Job Title: Social Worker/Crisis Interventionist

Reports To: Director of Case Management

Overview:

The Social Worker/Crisis Interventionist will assess and engage with guests/clients of Good Samaritan Haven to provide support, de-escalation, connections, and referrals, as well as direct behavioral health counseling or interventions. This includes working with unhoused individuals using the day space of the Good Samaritan Haven shelter, as well as formal shelter guests. The role encompasses addressing mental, emotional, and substance use/recovery issues, including overuse of alcohol, tobacco, and other drugs. Activities may involve one-on-one sessions, group engagements, crisis intervention, guest advocacy with partner agencies, and prevention and education efforts.

Duties and Responsibilities:

- Build working relationships with guests/visitors of the shelters and day spaces to understand their unique emotional and mental health needs.
- Respond to staff requests for assessment or intervention in acute guest situations, either in person or via phone.
- Accompany or assist guests in accessing services or referrals and advocate on their behalf.
- Maintain an updated resource list of services and programs to support guests.
- Develop and maintain strong working relationships with local police, EMS, and human services organizations, including hospitals, health care professionals, DCF, Family Center, recovery programs, youth homeless/housing service providers, and the broader community.
- Maintain program documentation and outcome measures.
- Prepare written and data-driven reports.
- Complete Crisis Intervention Training (CIT) and attend regular meetings with community partners/committees.
- Prepare reports on client histories, treatment progress, and other case-related matters in collaboration with the GSH Case Management and Guest Care teams.
- Enter, retrieve, and update data in GSH client database systems (HMIS and Apricot).
- Attend regular Guest Services and Case Management meetings.

Crisis Intervention:

- Serve as the primary GSH contact for acute mental health situations at the overnight shelter, other shelter sites, and the day program for unhoused individuals.
- Provide assessment, de-escalation, and referrals to community resources for guests in crisis.
- Deliver mental health, recovery, and harm reduction education in collaboration with the Outreach team to unsheltered individuals, shelter guests, and encampments.
- Collaborate with the Guest Care team to provide mental health and recovery support and referrals for individuals struggling with recovery.
- Develop and monitor shelter safety plans and guest safety/return-to-use plans.
- Educate and collaborate with shelter staff on engaging guests in acute or unique circumstances.
- Conduct after-action reviews with staff to improve processes after incidents.

Social Work/Mental Health Support:

- Respond to crisis calls from GSH staff via phone or in-person, assisting with or directly handling situations as needed.
- Conduct wellness checks.
- Develop mental health safety plans and return-to-use plans with guests.
- Address guest referrals from the Guest Care team or staff with concerns about guest well-being or group safety.

Supervision:

The Social Worker/Crisis Interventionist reports to the Director of Case Management and works collaboratively with all staff to ensure safe, well-managed guest and staff environments at Good Samaritan Haven.

Qualifications:

Education:

- Bachelor's degree in social work, counseling, mental health, or a related field.
- Professional experience in social work, human services, or nonprofits preferred.

Skills:

- Strong interpersonal skills.
- Experience with clinical assessment, counseling, and crisis intervention.
- Experience working with vulnerable adults, particularly those experiencing homelessness, is preferred.

- Compassionate, empathy-based philosophy.
- Desire to help others.
- Strong writing and communication skills.
- Strategic thinking abilities.
- Proficiency in Google Suite or Microsoft Office products.
- Experience with case management databases is preferred.
- Knowledge of Vermont's social services systems or related organizations in housing, recovery, or mental health is desired.

Position Details:

This is a full-time, seasonal (October 1 - May 31), shelter-based salaried position, with some on-call responsibilities. Benefits include health, dental, and vision insurance, a retirement plan, paid time off, a cell phone allowance, and more. Salary is commensurate with experience.

Good Samaritan Haven is committed to equity, diversity, and inclusion in the workplace. We encourage candidates from diverse backgrounds and experiences to apply.

To apply: Email cover letter and resume to info@goodsamaritanhaven.org