



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

****Re-Announcement****

EXAMINATION ANNOUNCEMENT NO. 26-076

POSITION:	Crisis Outreach Worker	OPENING DATE:	<u>10/01/2026</u>
NO. OF VACANCIES:	1	CLOSING DATE:	<u>10/15/2026</u>
SALARY:	\$24,960.00 P/A		
PAY LEVEL:	UNGRADED		
LOCATION:	<i>The salary given will be determined by the qualifications of the appointee.</i> Crisis Counseling Program, Community Guidance Center, Lucia "Chiang" Villagomez Arizapa Health Center, Commonwealth Healthcare Corporation, Tinian		

NATURE OF WORK:

Under the direct supervision of the Disaster Program Manager (DPM) and the general supervision of the Community Outreach & Response Services (CORS) Administrator, the incumbent in this position will provide immediate, non-clinical, community-based support to disaster survivors or individuals in distress, focusing on emotional stabilization and resource connection.

DUTIES:

- Proactively engage individuals, families, and community members in disaster-affected areas or at-risk locations to provide support.
- Offer short-term emotional support and psychological first aid (listening, teaching coping skills) to normalize reactions to disasters.
- Connect survivors with disaster relief services, community resources, and professional mental health services, often providing warm handoffs.
- Maintain accurate, often anonymous, records of interactions and complete necessary program documentation (daily logs/forms).
- Educate community members on coping strategies and disaster stress management.
- Prepares and submits a report to the Disaster Program Manager as required.
- Performs other duties as assigned.

QUALIFICATION REQUIREMENTS:

Education: High school diploma. General Education Development (GED), Advanced Development Institute (ADI), or Adult Basic Education (ABE).

Experience: Experience in crisis intervention, social services, or behavioral health is preferred.

Other: Strong empathetic listening skills, quick crisis assessments abilities, adaptability to changing environments, and the ability to work in a team (minimum two-person team).

Licenses/Certifications: Must have a valid CNMI driver's license.

KNOWLEDGE/ SKILL/ ABILITIES:

- Crisis Intervention — Familiarity with clinical models for acute distress, suicide intervention, and stabilization.
- Community Resources – Comprehensive understanding of local social services, including shelters, mental health clinics, and substance abuse treatment.

- At-Risk Populations – Understanding the complexities of severe mental illness, homelessness, trauma, and domestic/street violence.
- De-escalation – Ability to diffuse high-pressure, potentially aggressive situations calmly and safely.
- Active Listening – Proficient in reflective communication to build immediate trust and establish rapport with individuals in distress.
- Case Management – Competency in accurately assessing immediate psycho-social needs and documenting data or notes.
- Adaptability – Ability to navigate unstructured, field-based environments (e.g., unsheltered sites, emergency scenes) and respond to rapidly changing situations.
- Interpersonal Efficacy – Capacity to maintain professional boundaries, empathy, and a non-judgmental stance when working with diverse, vulnerable populations.
- Cross-Sector Collaboration – Ability to successfully collaborate with law enforcement, first responders, and other community stakeholders.

CONDITIONAL REQUIREMENTS:

Employment is contingent upon successful clearing of pre-employment health screening and drug screening in accordance with CHCC policy.

OTHERS:

All hires under this program is contingent upon funding availability. This position requires at least 40 hours per week. This position is “**Non-Exempt**” or is eligible to receive overtime compensation pursuant to the Fair Labor Standards Act (FLSA) of 1938 Federal Law. Regular operating hours of the Commonwealth Healthcare Corporation will be Monday to Friday from 7:30am to 4:30pm. This work schedule however is subject to change with or without notice based on the Employer’s business requirement and/or by the demands of the employee’s job. This position is paid on a bi-weekly basis (2-week period). CHCC adheres to all applicable deductions such as C.N.M.I. Tax, Federal Tax, Medicare and Social Security ; are subject to funding availability through federal funds awarded to the *Commonwealth Healthcare Corporation to support the CNMI Crisis Counseling Program, Community Guidance Center* not to exceed 04/24/2027.

Note(s):

- *Three-fourths 20 CFR 655, Subpart E: “Workers will be offered employment for a total number of work hours equal to at least three fourths of the workdays of the total period that begins with the first workday after the arrival of the worker at the place of employment or the advertised contractual first date of need, whichever is later, and ends on the expiration date specified in the work contract or in its extensions, if any.”*
- *Employer-Provided Items 655.423(k): Requires Employer provide to the worker, without charge or deposit charge, all tools, supplies and equipment required to perform the duties assigned.*

INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:

Office of Human Resources

Commonwealth Healthcare Corporation

1178 Hinemlu’ St., Garapan, Saipan, MP, 96950

Operation Hours: Monday Through Friday 7:30 AM – 4:30 PM and CLOSED on weekends/holidays.

Employment Application Forms will be available 24/7 at the employer’s hospital facility’s Main Cashier Office (entrance/exit point for all)

E-mail: apply@chcc.health

Direct Line: (670) 234-8951 ext. 3410/3427/3583/3444/3584

Trunk Line: (670) 234-8950

Fax Line: (670) 233-8756

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Note: Education and training claimed in Employment Application must be substantiated by diploma, certificate or license. Failure to provide complete application form or the required documents will result in automatic disqualification.