



# Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands  
1178 Hinemlu' St. Garapan, Saipan, MP 96950



## HUMAN RESOURCES

*\*Re-Announcement\**

### EXAMINATION ANNOUNCEMENT NO. 22-165

POSITION: **Crisis Lead** OPENING DATE: **11/15/2022**  
NO. OF VACANCIES: **1** CLOSING DATE: **11/30/2022**  
SALARY: **\$35,682.40 - \$39,341.12 P/A**  
PAY GRADE: **06/01 - 06/03**  
*The salary given will be determined by the qualifications of the appointee.*  
LOCATION: Community Guidance Center, Population Health  
Commonwealth Healthcare Corporation, Saipan

#### NATURE OF WORK:

Under the general supervision of the Clinical Services Officer and the direct supervision of the Wellness Clinic Supervisor, the Crisis Lead oversees the crisis call operations and the supervision and development of staff responding to crisis calls via the 988 Crisis line. This position also assists in community outreach, education and database management. This position is subject to funding availability through federal funds awarded to the Commonwealth Healthcare Corporation: Community Guidance Center through the CNMI CHCC CGC 988 Project, not to exceed 04/29/2024.

#### DUTIES:

- Responsible for oversight and support of crisis responders for the 988 Crisis Program to ensure compliance with program standards, contracts, policies, procedures and guidelines.
- Manages, guides and supports crisis call operations and staff throughout the shift.
- Oversees and addresses crisis situations and problem solve while maintaining procedural and regulatory integrity.
- Oversees and monitors all engagement with Mobile Response Team (MRT), 911 or other first responders that assist clients at imminent risk to themselves or others.
- Oversees and effectively assists crisis responders in navigating digital platforms (the 988 answering platform, resource databases, electronic health records, etc.).
- Oversee effective coordination of care both within and outside of the 988 Crisis Program.
- Initiates debriefing sessions with crisis responders if needed.
- Provides input and feedback for evaluations of crisis responders.
- Monitors call handling performance and reviews performance with crisis responders.
- Monitors and ensures adherence to policies and procedures including reporting guidelines, risk assessments and consent; updates guidelines for handling calls.
- Monitors and ensures adherence to quality assurance measures so that calls are being handled appropriately
- Coordinates data collection and analysis.
- Monitors and coordinates training and updates training materials under the guidance of the Wellness Clinic Supervisor.
- Manages and coordinates data collection and assists in data entry and other data requirements as necessary.
- Provides presentations to educate families, community members and professionals about Crisis Services.
- Oversees effective communication between shifts and ensures shift schedules and coverages.
- Works closely and effectively with other Program Managers of the CGC, CHCC, and external private/public organizations to ensure a coordinated effort between programs.
- Other duties as assigned by Clinic Supervisor, Clinical Services Officer, or the CGC Director.

---

CHCC is an equal opportunity employer. We consider all applicants for all positions without regard to race, color, religion, sex, disability, age, mental or veteran status, the presence of a non-job related medical condition or disability, or any legal protected status.

## **QUALIFICATION REQUIREMENTS:**

**Education:** Graduation from an accredited college with a Bachelors degree in human services.

**Experience:** A minimum of three (3) years experience in mental health crisis response including at least one (1) year in a supervisory or team lead role.

**LICENSES/ CERTIFICATIONS:** None.

## **KNOWLEDGE/ SKILL/ ABILITIES:**

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Administrative — Knowledge of administrative and office procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and workplace terminology.
- Psychology – Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- Education and Training – Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Clerical – Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Writing — Communicating effectively in writing as appropriate for the needs of the audience.
- Reading Comprehension — Understanding written sentences and paragraphs in work-related documents.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Speaking — Talking to others to convey information effectively.
- Coordination — Adjusting actions in relation to others' actions.
- Service Orientation – Actively looking for ways to help people.
- Learning Strategies – Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Time Management – Managing one's own time and the time of others.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Written Comprehension — The ability to read and understand information and ideas presented in writing.
- Written Expression — The ability to communicate information and ideas in writing so others will understand.
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

## **CONDITIONAL REQUIREMENTS:**

This position is a Full-Time employment status and requires at least 40 hours per week. This position is “Covered”, 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

---

CHCC is an equal opportunity employer. We consider all applicants for all positions without regard to race, color, religion, sex, disability, age, mental or veteran status, the presence of a non-job related medical condition or disability, or any legal protected status.

4:30pm, however facility hours are 24 hours / 7 day per week. The **Crisis Lead** position will be required to work a fixed work schedule; incumbent can opt to have a Compressed Work Schedule enabling full-time employees to complete basic 80-hour bi-weekly work requirement in less than 10 days. 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; subject to funding availability through federal funds awarded to the *CNMI CHCC CGC 988 Project* not to exceed 04/29/2024.

**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.*

**OTHERS:**

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.

**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.*

**INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:**

Office of Human Resources

Commonwealth Healthcare Corporation

1 Lower Navy Hill Road, Navy Hill, 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](mailto:apply@chcc.health)

Direct Line: (670) 236-8205/8210/8729/8202

Trunk Line: (670) 234-8950 ext. 3580/3581/3583

Fax Line: (670) 233-8756

Rev.11/15/22 src