



Supervising Helpline Crisis Counselor
Department of Mental Health
2024 Salary: \$83,044

This is a senior-level clinical and supervisory position within the Department of Mental Health responsible for leading therapeutic services and overseeing staff in a 24/7/365 crisis call center. The incumbent provides clinical leadership, direct staff supervision, training and administrative oversight of shift operations while also engaging in direct crisis intervention services via phone and text. The role ensures compliance with 988 certification requirements, supports staff development, coordinates emergency responses, and contributes to ongoing quality improvement and reporting. Work includes scheduled shift coverage and participation in an on-call rotation for after-hours clinical consultation and crisis support. This position differs from Helpline Crisis Counselors I and II due to its supervisory responsibilities and advanced clinical responsibilities. It operates under the general supervision and direction of higher-level clinical mental health professionals.

To view a complete list of job duties, click [here](#).

MINIMUM QUALIFICATIONS:

Current licensure as an LCSW OR LMHC with diagnostic privileges AND a minimum of two (2) years of full-time work experience in a clinical mental health setting, including at least one (1) year in a supervisory role.

SPECIAL REQUIREMENT:

Possession of a valid Driver License to operate a motor vehicle in New York State at time of application and to maintain the position.

FINGERPRINTING: A fingerprint supported background investigation is required before an appointment is made to some positions. Pursuant to New York State Executive Law, the Division of Criminal Justice Services requires that a fee accompany each such request for a search. It is due once a job offer is made and accepted by the applicant.

Dutchess County offers a diverse working environment and generous benefits package including 13 paid holidays, paid time off, comprehensive health, dental and vision insurance, and NYS Retirement.

For immediate consideration, apply on or before 4/25/2026

Apply online at www.dutchessny.gov/jobs

An EEO/AA Employer

Posted: 2-25-2026