



HELPLINE CRISIS COUNSELOR (Hourly)
Dutchess County Department of Mental Health
2024 Salary: \$39.21 Hourly

This is a professional clinical position in a 24/7/365 crisis counseling, information, and referral call center. The position involves telephone/texting crisis counseling and coordination of crisis intervention services to adults, adolescents, and children in emotional distress. The position includes answering crisis calls/texts and emergency bridge phones and collaborating with 911 dispatchers and law enforcement. The incumbent is also involved in assisting callers in developing safety plans, in triaging referrals to the Mobile Crisis Intervention Team, and in expediting requests for 9.45 emergency involuntary pick-up orders/coordination with the Director of Community Services. Supervision may be exercised over subordinate staff. Employees are required to work shifts which may cover day, night, holiday, and weekend hours.

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

MINIMUM QUALIFICATIONS:

- EITHER: (A) Licensed by the New York State Department of Education as a Licensed Master Social Worker or as a Licensed Mental Health Counselor plus one (1) year of paid work experience in a mental health or related field under professional supervision;
- OR: (B) Master's degree in Psychology, Social Work, Mental Health Counseling, Education or related field plus two (2) years of paid work experience in mental health or related field under professional supervision;
- OR: (C) Bachelor's degree in Psychology, Social Work, Mental Health Counseling, Education or related field plus three (3) years of paid work experience in mental health or related field under professional supervision;
- OR: (D) Associate's degree in Psychology, Social Work, Mental Health Counseling, Education or a related field plus five (5) years of paid work experience in mental health or related field under professional supervision;
- OR: (E) Graduation from high school or possession of a high school equivalency diploma and seven (7) years of paid work experience in mental health or related field under professional supervision;
- OR: (F) An equivalent combination of education, training and experience between the limits of (A) and (E) above.

NOTE: Your degree or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

SPECIAL REQUIREMENT:

Possession of a valid driver license to operate a motor vehicle in New York State at time of application and to maintain 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

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