

**Requisition ID:** req2221  
**Job Title:** Specialist- Counseling Services  
**Department:** Counseling Services  
**Location:** Columbus Campus  
**Employment Type:** Staff  
**Employment Status:** Board Approved

**Bargaining Unit:** Non-Bargaining Unit  
**FLSA Status:** Exempt  
**Compensation Type:** Hourly  
**Compensation:** \$15.93  
**Schedule:** M-Th 8a-5p; Fridays 8a-430p

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### Job Description:

The individual in this role will serve as the primary support professional for the Counseling Services Department, as well as provide general administrative support to the Senior Director of Student Support and Advocacy.

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for persons with disabilities, covered by the Americans with Disabilities Act, in accordance with its requirements.

Duties are numbered for convenience, and do not indicate order in terms of importance, frequency that the duty is performed, or the amount of time spent on the duty.

1. Performs various duties within the specialized function of Mental Health (MH) and Alcohol and other Drugs (AoD) counseling services. Assumes general responsibility for the operation of these functions, subject to management overview and supervision.
2. Provides basic triage and MH/AoD crisis intervention services for students to assist in determining appropriate level of care.
3. Tracks student MH/AoD records and documents interactions with students (e.g., general contact notes).
4. Effectively collaborates and consults with clinical staff regarding client presentation, observed behaviors and necessary follow-up.
5. Utilizes basic de-escalation skills to support appropriate disposition and level of care for students.
6. Assist clinical staff in making referrals to community MH/AoD agencies. Supports follow-up with referrals.
7. Provides consultation to students, faculty, and staff about MH/AoD services offered, linkage, and appropriate services.
8. Participates in monthly clinical case consultation to support appropriate levels of care for students.
9. Assist in the facilitation of hospitalizations for students in crisis.
10. Ability to provide general workshops on types of services offered by the Counseling Services Department including referral process and general care expectations.
11. Provides clerical and administrative support to staff, department or division.
12. Maintains confidential or sensitive records and information.
13. Types and word-processes records, reports and other documents using established formats with advanced typing and word-processing skills.

14. Performs various administrative, clerical and record keeping functions in support of specialized Counseling Services functions.
15. Enters data into established computer databases, spreadsheets, and generates reports.
16. Researches and compiles information for reports, records, forms and other documentation.
17. Coordinates and prepares reports as required by regulations and policy. Copies records, reports and other documents. Sorts, collates and binds copied material.
18. May be assigned to coordinate general office functions, and complete, coordinate and manage work projects.
19. May create data fields, spreadsheet criteria, formulas and report formats in application of advanced spreadsheet software.
20. May be assigned to originate correspondence on behalf of supervisor and maintain signature authority on delegated routine matters.
21. Provide assistance and support in managing and monitoring budget on behalf of supervisor.
22. Compares and matches invoices with purchase orders, posts accounting data, and performs other general bookkeeping functions.
23. Orders and stocks office supplies and materials.
24. Maintains and sets up filing systems. Files, organizes and cross-indexes files.
25. Completes and processes forms, records and other documents in accordance with established procedures.
26. Maintains continual contact with students, and maintains good public relations with general public, students and others.
27. Greets and routes students and other visitors through assigned area, answers telephone, routes calls, takes messages, and provides general information.
28. Works assigned schedule, exhibits regular and predictable attendance as required and approved to meet workload demands. Performs other related duties as required.

**Usual Physical Demands:** The incumbent of this position typically exhibits the physical demands identified in the Functional Job Analysis on file in the College's Human Resources Department and which is periodically reviewed and updated. Physical demands listed in the Functional Job Analysis are not job qualification standards, but are used to help the College assess and determine reasonable accommodations for otherwise qualified individuals covered by the American's with Disabilities Act.

While performing the duties of this job, the employee regularly exhibits digital dexterity when entering data into computer. The employee frequently sits for extended periods of time, and occasionally stands and walks. Vision demands include close, relatively detailed vision when focusing on a computer screen. Employee regularly talks and hears. Employee occasionally lifts items up to 10 pounds.

**Working Conditions:** Normal office working conditions.

**Knowledge, Skills and Abilities:** Knowledge of: basic MH/AoD crisis intervention techniques, HIPAA/FERPA confidentiality practices, standard office procedures and

practices; office administration; business English word usage, spelling, sentence structure, and punctuation; business letter formats. Skill in: servicing students seeking MH/AoD counseling services; active and empathic listening; performing administrative duties in support of counseling services including: typing [45-55 wpm]; application of job software, advanced skill in word processing, spreadsheets and creating functional report formats; proofreading standard business correspondence and other written documents; customer service; office organization; verbal and written communications; performing mathematical calculations including addition, subtraction, multiplication, decimals, percentages and fractions. Ability to: develop and maintain good working relationships with associates, supervisors, job contacts and general public; maintain confidential and sensitive information; exhibit a pleasant public manner and telephone etiquette; originate correspondence; work independently; problem solving and provide appropriate front-line support to students experiencing a MH/AoD crisis.

**Minimum Qualifications:**

Associate's Degree with at least three years of progressively responsible clerical experience, crisis intervention experience related to Mental Health (MH)/ Alcohol and other Drugs (AoD), and experience with/skill in data entry and spreadsheet software. Employee typically gains the necessary level of expertise by demonstrating job competency acquired through on-the-job training, development and experience with Columbus State Community College. State Motor Vehicle Operator's License or demonstrable ability to gain access to work site(s).

**Preferred Qualifications:** Bachelor's Degree in Psychology, Social Work or related field. Experience with Adobe Creative Suite (e.g., InDesign; Photoshop).

**Additional Information:** Applications must include both a resume and cover letter in order to be considered. Cover letters should address applicant's experience with crisis intervention related to Mental Health (MH)/ Alcohol and other Drugs (AoD).