



Nova Hernandez

Crisis Services Counselor

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STRENGTHS

- 🔍 **Crisis assessment**
Structured evaluations clarified risk and protective factors, giving clinicians a clearer path toward safe disposition.
- ❤️ **De escalation**
During elevated distress, calm communication and safety planning helped clients regain stability and engage with care.
- 🔗 **Resource linkage**
Referral work connected clients with treatment, housing, transportation, and recovery support when immediate needs felt overwhelming.
- 👥 **Team coordination**
Hospitals, providers, families, and first responders received timely updates, making handoffs smoother during urgent situations.
- 💬 **Trauma informed care**
Respectful listening shaped difficult conversations, helping clients feel heard before discussing safety plans and next steps.

SKILLS

- Crisis intervention
- Crisis evaluation
- De escalation
- Safety planning
- Case management
- Chronic mental illness
- Substance use crisis
- Community referrals
- Resource linkage

SUMMARY

Crisis Services Counselor with four years of **behavioral health** experience supporting adults with **chronic mental illness** and acute mental health or substance use crises. Provides crisis evaluation, de escalation, safety planning, case management, referral coordination, and community resource linkage through in person, phone, and video services. Works closely with licensed clinicians, hospitals, first responders, families, community providers, and multidisciplinary teams during time sensitive situations. Applies **trauma informed communication**, structured risk assessment, calm clinical judgment, accurate documentation, and reliable handoffs during overnight coverage. Maintains Illinois licensure, required training, and confidentiality standards while supporting stabilization and **continuity of care**. Brings a respectful, person centered approach that connects immediate crisis response with practical follow up services.

EXPERIENCE

Crisis Counselor

Willow Creek Community Services 📅 October 2024 - Present 📍 Aurora, IL

Supports overnight crisis operations for adults experiencing acute mental health or substance use needs. Provides assessment, stabilization, documentation, disposition coordination, and community linkage across several service channels.

- Provided overnight **crisis intervention** through in person, phone, and video services for adults.
- Completed structured **crisis evaluations** using risk factors, protective factors, and clinical disposition planning.
- Applied de escalation and safety planning during acute **mental health** and **substance use** crises.
- Connected clients with treatment, housing, recovery, transportation, and **community resources** through **case management**.
- Coordinated hospitals, first responders, providers, and internal staff for timely continuity of care.
- Maintained documentation, training requirements, and clear handoffs during multidisciplinary shift reviews.

Behavioral Health Case Specialist

Bridgeway Mental Health Center 📅 September 2022 - September 2024 📍 Elgin, IL

Managed community based support for adults with chronic mental illness and recurring crisis service needs. Coordinated assessments, safety focused follow up, **referrals**, documentation, and family communication with multidisciplinary partners.

- Managed community support for adults with **chronic mental illness** and recurring crisis needs.
- Completed needs assessments and safety check ins, escalating acute concerns through clinical protocols.
- Built referral plans connecting clients with psychiatric care, therapy, and **substance use treatment**.
- Linked **clients** with benefits, housing, transportation, and other **community resources** during follow up.
- Documented encounters and care coordination accurately for multidisciplinary review and continuity.
- Coordinated **families**, providers, and agencies while maintaining confidentiality and professional boundaries.

Mental Health Support Specialist

Lakeshore Support Network 📅 June 2022 - August 2022 📍 Joliet, IL

Provided supervised community behavioral health support for adults with persistent mental illness. Reinforced coping plans, observed changes in functioning, documented contacts, and connected clients with scheduled services.

- Provided structured support for adults with persistent mental illness in a supervised program.

[Trauma informed care](#)

[Phone crisis services](#)

[Video crisis services](#)

[Documentation](#) [Risk assessment](#)

[Multidisciplinary coordination](#)

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Crisis Counselor at Willow Creek Community Services (1.9 Years)

● Behavioral Health Case Specialist at Bridgeway Mental Health Center (2 Years)

● Mental Health Support Specialist at Lakeshore Support Network (2 Months)

- Observed behavioral changes and communicated concerns promptly to clinical supervisors for review.
- Reinforced individualized coping and safety plans during periods of elevated distress.
- Documented service contacts and resource needs using established **behavioral health** procedures.
- Connected clients with appointments and community supports under **case management** guidance.
- Completed crisis response, confidentiality, and trauma informed care training for service delivery.

PROJECTS

Overnight Crisis Response Practice 📅 2025

Supported consistent overnight crisis response through structured evaluations, safety planning, disposition coordination, and timely handoffs across service channels.

Community Resource Linkage Workflow 📅 2024

Connected adults with mental health, substance use, housing, transportation, and recovery resources through coordinated case management follow up.

LEADERSHIP & AWARDS

- Recognized through continued crisis counseling responsibilities after supervised behavioral health support experience.
- Selected for ongoing overnight crisis coverage requiring calm communication, accurate documentation, and dependable handoffs.
- Earned professional trust through coordinated work with clinicians, hospitals, first responders, families, and providers.

EDUCATION

Master of Social Work

Aurora University 🎓 GPA: 4.0 📅 2022 📍 Aurora, IL

Coursework: *Clinical practice, crisis intervention, case management, substance use treatment*

CERTIFICATIONS

- Licensed Social Worker, Illinois 📅 2023
- Crisis Prevention and De escalation Training 📅 2025

TECHNICAL SKILLS

- **Crisis Services:** Crisis intervention, crisis evaluation, emergency response
- **Clinical Assessment:** Risk assessment, needs assessment, protective factors
- **Stabilization Methods:** De escalation, safety planning, trauma informed care
- **Case Management:** Care coordination, service planning, follow up
- **Referral Services:** Community referrals, resource linkage, disposition planning
- **Behavioral Health:** Mental health services, substance use treatment, chronic mental illness
- **Communication Channels:** In person services, phone services, video services
- **Documentation Systems:** Crisis documentation, encounter records, case notes
- **Care Coordination:** Hospital coordination, provider coordination, multidisciplinary reviews
- **Professional Standards:** Confidentiality, clinical protocols, licensure compliance

PROFESSIONAL AFFILIATIONS

- Illinois behavioral health practice through active Licensed Social Worker status.
- Community crisis care through collaboration with hospitals, first responders, providers, families, and support agencies.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST