

Jennifer Furlong, MA, LPC-S

Passionate about working with those in crisis and providing a safe space for counseling and education.

Dallas, TX

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I have worked at various hospitals doing crisis intervention assessments for people of all ages. I am skilled at being able to provide a calm, safe space for honest communication in the midst of chaos. Having worked many years with a multitude of people, I have dealt with many different cultures, religions and socio-economic backgrounds.

Work Experience

Therapist/Educator

Emotional Crisis Management Counseling Services - Dallas, TX

September 2017 to July 2018

Providing some crisis counseling and intervention, education about mental illness, offering presentations and guest lectures as a mental health professional. Certified as a Youth Mental Health First Aid instructor.

Manager of Crisis Interventionists

Green Oaks Hospital - Dallas, TX

February 2000 to July 2017

Responsibilities

- Triage patients of all ages who are having a mental health or substance abuse crisis.
- Communicate effectively with physicians to discuss cases and develop a care plan.
- Provide education to families on mental illness and substance abuse.
- Manage any paperwork or filing with the Mental Illness Court system.
- Work with law enforcement.
- Maintain appropriate and accurate records.
- Facilitate appropriate placement or transfers for patients.
- Provide appropriate level of care referrals for patients.
- Speaking with managed care companies to obtain authorizations for appropriate level of care.
- Excellent verbal and written skills. Ability to provide empathy and concern for patients and family.

Accomplishments

- Awarded the Humanitarian of the year award at Green Oaks.
- Awarded Treatment manager of the Quarter.
- Awarded employee of the year.

Skills Used

- Empathy
- Compassion
- Followed all HIPPA guidelines and regulations.
- Organization with appropriate record keeping.

- Effective communication with the treatment team.
- Knowledge of outpatient providers and referral sources.

Education

M.A. in Counseling

Amberton University - Dallas, TX
1999 to 2002

Skills

LPC - supervisor

Certifications/Licenses

Certified Grief Recovery Specialist

September 2016 to Present

Certified in the Grief Recovery Method. I am able to provide individual counseling or group counseling to help people address their grief issues and become more self aware and able to manage their grief in a healthier way.