

POSITION: ACCESS CLINICAN

DATE: January 2016
PROGRAM: Behavioral Health/Care Crisis Response Services (CCRS)
REPORTS TO: Senior Program Manager, Access 7 UM
SALARY: DOE (Full-time, Monday through Friday during regular business hours)

VOLUNTEERS OF AMERICA WESTERN WASHINGTON is a private, not-for-profit human service agency serving the needs of families, seniors and the disabled in Western Washington. Our successful track record of supporting those we serve and being on the leading edge of new and innovative programs makes us a leader among human service agencies in Western Washington. Come be a part of what we do and make a difference every day!

POSITION DESCRIPTION:

- The Access Clinician determines financial eligibility and conducts the initial clinical screening process for regional mental health services including assessing for crisis and suicidality
- This position collects demographic, financial and clinical information and inputs all data into the Electronic Medical Record system and the time of the call and transfers the record to the agency scheduler
- This position is part of a busy call center, answering calls coming into the Access for Mental Healthcare line
- The Call center is open Monday through Friday, 8:00 am – 5:00 pm. No evenings or weekend work required

QUALIFICATIONS:

- Bachelor's Degree in behavioral science, counseling or related field, Master's Degree preferred
- Two (2) years experience in a mental health position
- Call center experience strongly preferred
- Washington state credentialing required
- Training in crisis and suicide intervention strongly preferred
- Able to maintain respectful, customer-friendly demeanor while working in a stressful call center environment
- Ability to work independently with minimal supervision
- Ability to work cooperatively as a clinical team member
- Must have excellent written and oral communication skills
- Solid computer and typing skills as well as time management skills with attention to detail
- Demonstrated respect for diversity

If you wish to apply for this position, please email your cover letter and resume to: recruiter@voaww.org.

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