

## **POSITION: ACCESS CLINICAN**

DATE: April 2016  
PROGRAM: Behavioral Health/Care Crisis Response Services (CCRS)  
REPORTS TO: Assistant Program Manager, Access  
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 and substance use 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 Behavioral Healthcare line
- The Call center is open Monday through Friday, 8:00 – 5:00 pm. No evenings or weekend work required

The hours worked in this position qualify towards licensure hours.

### **QUALIFICATIONS:**

- Bachelor's Degree in behavioral science, counseling or related field, Master's Degree preferred
- Two (2) years experience in a mental health position
- Chemical Dependency Certification (CDP) a plus
- 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](mailto:recruiter@voaww.org).

*Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.*

**Crisis Line/Triage Clinician**