

## POSITION: FOLLOW UP DIVISION COORDINATOR

DATE: August 2020  
PROGRAM: Behavioral Health/Crisis Services  
REPORTS TO: Senior Director/Project Director  
STATUS: Full-Time/Exempt

*At Volunteers of America Western Washington, we have a clear vision: to be the place where a diverse mix of talented people want to come, to stay and do their best work. We are dedicated to promoting an inclusive environment where all people feel accepted and valued.*

### General Function:

This position is responsible for assisting in the overall supervision and leadership of the Follow-up program including training new staff, providing ongoing training and coaching to Behavioral Health Navigation team, case consultations, and working collaboratively with the Senior Director/Project Director in continually reviewing policy, procedures, training and business practices to ensure efficiencies, exceptional level of customer service and meeting funder contractual obligations. This position requires schedule flexibility.

### Principal Duties and Responsibilities:

- Responsible for creating and maintaining staff schedules; Provide shift coverage for staff as needed
- Facilitate new staff training, provide coaching and training for Behavioral Health Navigation team.
- Update program training, materials, protocols, and procedures as assigned.
- Responsible for monitoring contract requirements and service deliverables.
- Build a strong network of outpatient referral resources
- Coordinate with Quality Assurance Manager on data collection, continuous quality improvement and performance assessment evaluation.
- Attend all scheduled phone conferences with SAMHSA Project Manager and Independent Evaluation Team
- Work collaboratively with the Behavioral Health Management team to ensure all policies, procedures and business practices are viable and up to date
- Actively participate in audit and accreditation activities
- Work with Project Director to update website
- Maintain strong relationships with hospital discharge planners and key outpatient contacts
- Participate in all appropriate community meetings to market and promote the Follow up/Navigation program service delivery
- Other projects as assigned by the Project Director

### Qualifications:

- Master's degree in behavioral science, counseling or related field or Bachelor's degree with 2 years of experience
- Registered as a mental health counselor upon hire
- Two (2) years of recent, directly related experience, including (1) year of supervisory experience
- Crisis intervention and call center experience strongly preferred
- Must possess excellent verbal and written communication skills
- Must have the ability to multi-task, apply problem-solving skills and seek out information until a solution is implemented
- Demonstrated skills in Crisis Center work preferred

*Behavioral Health/Follow up Division Coordinator*

- Advanced level of MS office suite required

If you wish to apply for this position, please send your cover letter and resume to: [recruiter@voaww.org](mailto:recruiter@voaww.org)

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