

Title: Follow up Division Coordinator  
Reports To: Senior Director/Project Director  
Program: Behavioral Health, Crisis Services  
Status: Exempt/Full-time  
Date of Description: May 16, 2020  
Salary: DOE – Salaried

**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
- Advanced level of MS office suite required

**Effect on End Results:**

- Outstanding customer service and well-functioning Lifeline Division team
- Continual process improvement in providing exceptional quality of care to all program clients

## Lifeline Division Coordinator

- Excellent management skills as evidenced by open communication, addressing of issues as they arise, ability to meet performance management requirements

MEDICAL, DENTAL, UP TO 200 PAID TIME OFF HOURS PER YEAR; 403(B) MATCHING; FLEX SPENDING ACCOUNT and more....

If you wish to apply for this position, please email your resume to: [pmorris@voaww.org](mailto:pmorris@voaww.org)

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