

POSITION: MENTAL HEALTH CRISIS SUPPORT SPECIALIST

DATE: May 2016
PROGRAM: Behavioral Health/Care Crisis Response Services (CCRS)
REPORTS TO: Triage/Crisis Line Senior Program Manager
HOURS & SALARY: Full-Time/Non-Exempt/DOE

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POSITION DESCRIPTION

This position provides daily support to the Triage/Crisis Line team, including maintaining a current inpatient psychiatric bed census for hospitals utilized within the North Sound region, answering the bed census phone line, completion of timely updates to data spreadsheets, updating the Crisis Alerts in the electronic medical record system and ensuring that all workstations within the Triage space are operational and fully functional. This position works closely with the Senior Program Manager and completes special projects as assigned.

QUALIFICATIONS

- High school diploma or equivalent plus a minimum of four years previous professional office experience
- Call center experience preferred
- Proven self-starter and ability to work independently in a fast paced environment
- Must be accurate and detail oriented
- Outstanding customer service with polished and courteous phone etiquette
- Flexibility and strong time management skills required
- Must possess excellent verbal, written and customer service skills, people skills and communication skills
- Must have the ability to multi-task and apply problem-solving skills
- Demonstrated ability to build strong working relationships with key stakeholders at various levels within organizations
- Previous experience requiring exceptional ability to accurately track and report on details
- Proven ability to create processes and procedures and willingness to take on extra tasks as needed
- Intermediate to advanced knowledge of Word, Outlook with competence in all MS Office Suite products

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

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