



# BEHAVIORAL HEALTH JOB DESCRIPTION

Title: Office Support Specialist  
Reports To: Senior Program Manager, Crisis Services  
Program: Behavioral Health/Care Crisis Response Services  
Status: Full Time/Non Exempt  
Date: May 2018

*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!*

## **General Function:**

This is an entry level position providing support to the Crisis Services Programs and Integrated Crisis Response System for 5 counties in the North Sound Region, including maintaining a current inpatient psychiatric bed census for hospitals, answering the bed census phone line, completing timely updates of the Single Bed Certification spreadsheet, updating the Crisis Alerts in an EMR, completing QA checks of clinical documentation, and ensuring all workstations within the Crisis Line space are operational and fully functional. This position works closely with the Senior Program Manager and completes special projects as assigned.

## **Qualifications:**

- AA degree or High School diploma with 2 years of 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 communication skills – verbal and written
- 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
- Ability to accurately track and report details
- Proven ability to create processes and procedures and willingness to take on extra tasks as needed
- Intermediate to advanced knowledge of Word, Excel, and Outlook with competence in all MS Office Suite products

## **Principal Activities:**

- Contact each identified inpatient psychiatric hospital, E&T and Triage facility at least 1x per day to obtain a current bed status
- Update the bed census spreadsheet so Triage and Utilization Management Clinicians can view bed status in real time
- Case management of walk away cases
- Assist Designated Crisis Responders and other requestors in determining inpatient psychiatric bed availability within the region
- Input Single Bed Certifications into the tracking spreadsheet

## Office Support

- Check for Crisis Alerts frequently during each shift and enter the data in the EMR
- Check the Triage voicemail frequently during each shift and retrieve all disposition voicemails
- Update the schedules for the Designated Crisis Responder and Crisis Prevention Intervention teams
- Complete QA checks as assigned by the Sr. Program Manager or Assistant Program Manager
- Periodically check supplies on each triage desk and in the triage supply cabinet. Replace supplies as needed
- Update resource lists on each desk as directed by the Assistant Program Manager or Senior Program Manager
- Be the first point of contact to assist in resolving technology issues (computer and phone)
- Other projects as assigned

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.*