

Title: Placement Coordination Outpatient Support Specialist
Reports To: Senior Program Manager, Crisis Services
Program: Behavioral Health, Crisis Services
Status: Non-Exempt/Full-time
Date: September 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 position provides information and referral to clients who are requesting outpatient mental health and substance use services at one of the community funded outpatient mental health and substance use providers that are contracted through the North Sound Behavioral Health Organization (NS BHO).

The hours worked in this position qualify towards licensure hours.

Qualifications:

- Bachelor's Degree required, Master's Degree in behavioral science, counseling or related field preferred
- Two (2) years experience in a mental health position
- Chemical Dependency Certification (CDP) a plus
- Agency Affiliated Counselor Registration is required within 30 days of employment, or equivalent, and must remain in active status during employment
- Crisis intervention and call center experience strongly preferred
- Training in suicide prevention and intervention strongly preferred
- Posses a strong understanding of the Regional Mental Health service delivery model
- 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
- Raintree experience highly desired
- Demonstrated respect for diversity

Principal Activities:

- Review all voice messages left on the ACCESS line.
- Perform Follow calls to provide requested information and referrals.
- Handle calls efficiently by utilizing effective therapeutic skills and crisis intervention by conducting a risk assessment.
- Process and record all incoming on line application forms and routing them to the requested provider agency.
- Maintain high energy and a positive customer service attitude under stress
- Collaborate with interpreter services
- Operate within legal requirements of applicable state and federal laws including HIPAA confidentiality requirements and mandated reporting (i.e. CPS, APS referrals, Tarasoff Duty to Warn)

Crisis Services/Placement Coordination Outpatient Support Specialist

- Comply with all accurate and appropriate charting and coding procedures as required by the regulatory organization (Medicaid, North Sound BHO)
- All other duties as assigned

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

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