



Job Description

Job Title: Mental Health Specialist
Responsible to: Family Support Manager

Responsibilities:

The Mental Health Specialist primary responsibilities are to provide follow-up support services for the Follow-Up program and assist with mental health education. The Follow-Up program provides extended telephone follow-up support services to clients enrolled in the program.

Job Requirements:

- Bachelor's degree in a human service or related field
- Demonstrated interest/skills in human services and mental health
- Strong oral and written English language skills
- Ability to effectively motivate and train others
- Working knowledge of computers and software programs
- Current driver's license
- Offers of employment contingent upon acceptable background check

Personal Qualifications:

- Ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups
- Strong desire to provide non-judgmental, empathic, appropriate help and assistance to persons in need
- Flexibility and ability to manage many concurrent projects
- Ability to work independently

Specific Responsibilities:

A. Coordinate the Follow-up Support Program

1. Coordinate overall operations of the Follow-up Support Program including tracking referrals, making support calls, scheduling, documenting support calls, and maintaining a relationship with referral hospitals.
2. Update procedural manual as necessary.
3. Make follow-up support calls as necessary.
4. Maintain accuracy of outreach call documentation.
5. Create data reports as necessary for follow-up program

B. Provide connections center assistance

1. Respond to inbound calls/texts in the call center.
2. Answer and provide appropriate assistance for information/referral calls following policies and procedures.
3. Answer and provide appropriate intervention/assistance for listening/support/crisis/suicide calls/texts following policies and procedures.
4. Document calls/texts correctly into computer tracking system according to procedures.

5. Assist the Family Support Manager in monitoring suicide-related calls and text messages for quality assurance purposes.
6. Serve as an on-call member in the rotation throughout the entire calendar year and cover a call center shift during at least one major holiday of the year.
7. Help provide coverage or other needed assistance during times of disaster.

C. Professionalism

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programmatic.
3. Participate in the agency and demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide high level of customer service.

D. Additional Duties

1. At times, staff will be required to perform additional duties beyond those specified.

Hours: Full-time, non-exempt position. Includes day and some evening hours. Will also include on-call coverage.