



Job Description

Job Title: Substance Use Care Coordination Specialist
Responsible to: Mental Health Support Programs Manager

Responsibilities:

The Substance Use Care Coordination Specialist responsibilities are to support individuals and/or family members through a substance use crisis. Support services are provided through extended telephone follow-up to clients enrolled in the program. The position will help to identify resources and strengthen referral networks for mental health and substance use prevention and treatment. The position will also assist with mental health, suicide prevention, and substance use education.

Job Requirements:

- Bachelor's degree in a human service or related field with experience in substance use
- Demonstrated interest/skills in human services, mental health and/or substance use
- Strong oral and written English language skills
- Ability to effectively motivate and train others
- Working knowledge of computers and software programs
- 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. Support and facilitate the Care Coordination Program and other substance use programming – approximately 30 hours per week.

1. Provide coordination of services for individuals and families experiencing substance use issues through Care Coordination over the telephone.
2. Provide listening and support and resource navigation to clients enrolled in the program.
3. Facilitate outreach to community partners for referrals into the program.
4. Document care coordination contacts appropriately within the care management software.
5. Create data reports as necessary.
6. Participate in program evaluation to ensure projected goals are reached.
7. Provide monthly reports.

8. Assist with additional programming as needed including the distribution of medication lockboxes and disposeRX packets.

B. Provide connections center assistance – approximately 10 hours per week.

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 Suicide Prevention Director 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. Primarily days with one to two evenings per week and one weekend every 6-8 weeks. Will also include on-call coverage.

Employee Signature

Date

Supervisor Signature

Date
