

**JOB SUMMARY:**

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| **Job Title:** 2-1-1Behavioral Health Resources Specialist | **Reports to:** 2-1-1 Call Center Manager |

South Sound 2-1-1 is a comprehensive information and referral service that helps people find community resources through one-on-one phone assistance and an online database of services and resources. Building on South Sound 2-1-1’s mission and expertise, the *2-1-1* *Behavioral Health Resources Navigation Program* has been developed by a community partnership to become Pierce County’s front door for behavioralhealth services. The program aims to make it as easy as possible for our community members to locate behavioral health treatment and support services for themselves and others.

**JOB SUMMARY:** The 2-1-1 Behavioral Health Resources Specialist will play an integral role in the

*2-1-1 Behavioral Health Resources Navigation Program.* In addition to assisting callers in connecting to behavioral health resources, the Specialist will continuously develop and maintain a broad and deep understanding of behavioral health services in Pierce County - and service gaps. The Specialist’s expertise will inform other 2-1-1 team members’ assistance to callers seeking behavioral health services, and the 2-1-1 services database.

**Salary $37,500 per year with benefits**

**ESSENTIAL FUNCTIONS:**

* As part of the 2-1-1 team, complete full 2-1-1 Call Center orientation and training in assisting callers, using the 2-1-1 database, and Call Center procedures.
* Assist callers seeking behavioral health services, especially people in immediate distress and those with complex and challenging service needs.
* Share expertise on behavioral health services and how to assist high need callers with 2-1-1 team members, to help them build their knowledge and skills – including providing phone back-up.
* Help Data Manager update county-wide behavioral health treatment and support services listed in the database.
* Assist Manager to maintain up-to-date knowledge of behavioral health services.
* Complete follow-up calls with people who called seeking behavioral health services, to determine if they connected to services they were referred to and their satisfaction with the help they received.
* Help increase community awareness of the *2-1-1 Behavioral Health Resources Navigation Program*
* Assist with information for *2-1-1 Behavioral Health Resources Navigation Program* grant reports and funding applications.
* Participate in 2-1-1 Call Center staff meetings and trainings.
* Other duties as assigned.

**MINIMUM QUALIFICATIONS:**

* Work/Volunteer Experience: Related work and/or volunteer experience
* Education: Associates Degree – *Closely related work experience may be substituted for Associates Degree requirement*
* Desire to work long term in the Behavioral Health Resources Specialist position
* Ability to effectively self-direct priorities and time management
* Strong motivation to improve the local system of treatment and support for individuals affected by behavioral health conditions
* Ability to demonstrate leadership, professionalism, and collaboration when working with community leaders, local organizations, and the 2-1-1 team
* Ability to communicate and work effectively with individuals with diverse backgrounds, needs, and communication styles
* Ability to use office equipment and automated systems/software, including database experience
* Ability to read, understand and communicate in English

**DESIRABLE QUALIFICATIONS:**

* Professional and/or personal experience with, or knowledge of, Pierce County behavioral health services and resources
* Experience with information and referral systems and processes, especially call centers and phone referrals
* Experience working with individuals who have mental health and/or substance use disorders, and/or their families
* Ability to develop informative and persuasive written materials
* Bachelor’s Degree in social services or human services

**Please submit a cover letter, resume, and application to Penni Belcher at** **pennib@uwpc.org****.**

**In your cover letter, please include your reasons for wanting to fill the Behavioral Health Resources Specialist position, and why you believe you would be effective in this role.**