



JOB SUMMARY:

Job Title: 2-1-1 Behavioral Health Resources Navigator	Reports to: 2-1-1 Call Center Manager
Hours: Monday-Friday 8:00am-5pm	Pay Rate: \$15-\$18/hr

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 behavioral health 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 Navigator 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 navigator will assist in behavioral health services in Pierce County - and service gaps. The navigator's expertise will inform other 2-1-1 team members' assistance to callers seeking behavioral health services, and the 2-1-1 services database.

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.
- Provide information, referral, and advocacy for 2-1-1 callers and accurately record caller information.
- 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
- Assist the Data 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.
- 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:

- Education: Associates Degree or *related work experience*
- Ability to effectively self-direct priorities and time management
- Ability to demonstrate 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:

- 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
- 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.