Job Posting

<table>
<thead>
<tr>
<th>TITLE</th>
<th>14037 Triage/Engagement Specialist</th>
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</thead>
<tbody>
<tr>
<td>CATEGORIES</td>
<td>FTE</td>
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<tr>
<td>CLASSIFICATION</td>
<td>Clinical Specialist</td>
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<tr>
<td>CLOSING DATE</td>
<td>Until Filled</td>
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<tr>
<td>PERCENT OF TIME</td>
<td>100%</td>
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<tr>
<td>PERSONNEL CODE</td>
<td>14037</td>
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<tr>
<td>PROGRAM</td>
<td>Outpatient Services</td>
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<tr>
<td>UNION STATUS</td>
<td>Professional Bargaining Unit</td>
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<tr>
<td>SALARY</td>
<td>$36,916.98 – $42,454.52</td>
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**SUMMARY:**
The Triage/Engagement Specialist (CS) position is responsible for providing a wide array of culturally competent, recovery oriented, trauma sensitive, direct clinical services provided in conjunction with Outpatient Services. The CS provides triage for current Outpatient Services consumers, as well as outreach, case management, individual and group therapy for consumers of Outpatient Services who are identified as needing assistance with engagement in services. The CS works with adults attending their own services for mental health issues and/or substance use disorders, children, adolescents, and families. The CS works closely with Program Support Staff, program therapists, case managers, nurses, and prescribers to support current consumers who are in need of immediate services and to re-engage consumers in services as needed. The CS provides back up to the Intake Engagement Specialist for Jail TEAM Intake Assessments on an as-needed basis. The CS is responsible for writing and maintaining accurate and timely documentation related to the provision of service. This position reports directly to the Central Intake and Outpatient Engagement Services Team Leader with overall supervision by the Outpatient Services Clinical Manager. This is a full time position requiring some evening work hours, and minimum service expectations of 1325 hours per year. The CS completes other duties and services as assigned.

**QUALIFICATIONS:**

**ESSENTIAL**
- Master’s degree in a related human services field.
- Licensure as an LPC, LCSW or LMFT or ability to be licensed within 6 months of hire by holding an APSW, LPC in training, or LMFT in training, and close to 3000 hours.
- Medicaid Billable.
• Demonstrated commitment to recovery principles demonstrated by commitment to actively involve consumers in the assessment, treatment planning and implementation process.
• Experience in community-based substance abuse and mental health assessment, case management, treatment planning, and crisis resolution.
• Demonstrated experience with adult, adolescent, and child populations including work with parents/caregivers.
• Demonstrated commitment to cultural competence by ensuring that services are provided which are relevant to the diverse and unique needs/experiences/perspectives of consumers.
• Ability to communicate effectively (both orally and in writing) and to work effectively with an interdisciplinary team.
• Ability to work independently, and remain organized and efficient while addressing multiple issues over the course of the workday.
• Superior ethics and interpersonal boundaries as evidenced by past experience in community based work and related professional references.
• Valid Driver’s License

PREFERRED
• Licensure as a Substance Abuse Counselor, Clinical Substance Abuse Counselor, or AODA specialty or interest in becoming licensed.
• Fluency in Spanish or ASL.
• Experience with crisis management.

RESPONSIBILITIES:
A. Provision Of Clinical Services (High Responsibility, 90% Effort)
1. Provides daily triage services for open consumers of Outpatient Services in coordination with other program staff involved including other triage staff, Program Support Staff, as well as clinicians, nurses, and prescribers.
2. Reviews all consumers who have violated no show policies and makes a determination of next steps through review of record, consultation with therapist/provider, and consultation with consumer.
3. Acts as interim case manager for those consumers transferring from active therapy to medication only services until assigned to a new case manager.
4. Performs accurate clinical screening by phone or in person to evaluate mental health and substance use issues and barriers to treatment to determine appropriate next service steps.
5. Provides a range of clinical services in conjunction with Outpatient Services staff including crisis intervention, outreach, screening, assessment, treatment planning, referral, and case management in a context that is supportive of the consumer’s culture, values, and perspectives.
6. Completes accurate clinical records including intakes, assessments, treatment plans and updates, progress notes, discharge summaries, and other information in a timely manner.
7. Helps to transfer consumers who have completed services and/or are stable enough to move to Primary Care for continued medication services.
8. Co-facilitates the engagement groups.
9. Other duties as assigned or developed.
B. Program And Center Participation (High Responsibility, 10% Effort)

1. Works as a team member with all aspects of Outpatient Services including triage activity, counseling, case management, medication, Emergency and Intake services.
2. Attends staff meetings, in-services and other program activities as requested.
3. Participates in Mental Health Center committees, trainings, and activities as directed and/or approved.
4. Maintains adherence to JMHC mission, vision, and values
5. Performs other duties as necessary and directed.

The above statements are not to be interpreted as an exhaustive list, but are intended to describe the general nature and level of work being performed by this employee.

ADDITIONAL INFORMATION

Applications are available:

- at www.journeymhc.org/careers
- or pickup at Journey Mental Health Center, 625 W Washington Ave., Madison, between 8 a.m. and 8 p.m. Monday-Thursday and 8 a.m. to 5 p.m. Friday
- or by phone at (608) 280-2677

Resumes are NOT accepted in place of completed application forms, but can be attached. Employment is contingent upon a receipt of favorable results of background history and driver’s record check.

Journey Mental Health Center is an Equal Opportunity/Affirmative Action Employer. It is the agency’s belief that staff diversity and cultural competence are the foundation for services, which are accessible, effective, and relevant to the diverse needs of Dane County children, youth, families, and adults. Women, disabled, and culturally diverse applicants are strongly encouraged to apply.