

TRI-COUNTY HEALTH NETWORK



Position: Behavioral Health Services Coordinator
Supervisor: Directory of Programs
Status: Full-Time, Exempt

JOB SUMMARY:

Under the direction of the Director of Programs, the Behavioral Health Services Coordinator, is responsible for coordinating and facilitating the behavioral health programs administered by Tri-County Health Network (TCHNetwork). The Coordinator will support the education and outreach efforts of TCHNetwork related to mental health and wellness, including planning and organizing all TCHNetwork community events related to behavioral health, delivering evidence-based educational programs, and conducting outreach activities and presentations, support the teletherapy services and other behavioral health initiatives, as developed. Additionally, the Coordinator will be the lead in establishing and facilitating a National Alliance on Mental Illness (NAMI) chapter.

DUTIES AND RESPONSIBILITIES: *May include the following, and other duties as assigned.*

1. Act as the Coordinator for all behavioral health programs and trainings:
 - a. Maintain program operations manual to ensure best practices are in place, programs are operating efficiently, and quality services are provided
 - b. Work with network and community partners to identify opportunities to collaborate in offering behavioral health educational trainings (BH trainings) throughout our communities
 - c. Coordinate scheduling BH trainings throughout our communities including working with TCHNetwork BH trainers to ensure coverage
 - d. Recruit participants from the community to participate in BH trainings
 - e. Oversee supply ordering and inventory of program materials
 - f. Maintain internal and external databases of program attendees, and instructor credentials
 - g. Complete the collection, submission, and data entry of program assessments and complete all course tracking paperwork.
 - h. Act as liaison between TCHNetwork and any contractor to coordinate trainings, track deliverables, and submit reporting/invoicing within established timeframes, as applicable.
2. Become certified as an instructor/trainer for various BH trainings and conduct the minimum number of trainings each year to retain certification.
3. Develop expertise in delivering and teaching BH trainings to support other TCHNetwork BH trainers.
4. BH lead in coordinating with TCHNetwork marketing team in developing outreach materials including press releases, PSAs, social media campaigns, etc., to highlight and promote all BH trainings and programs and ensure programs are reaching target populations.
5. Establish a National Alliance on Mental Illness (NAMI) Chapter:
 - a. Finalize the establishment of a NAMI chapter or affiliate in accordance with NAMI USA and NAMI Colorado requirements
 - b. Recruit interested community champions to join the chapter & form an advisory panel

- for the chapter
- c. Facilitate and host NAMI Chapter meetings
 6. Plan and organize community events related to behavioral health:
 - a. Identify programs and speakers related to behavioral health
 - b. Plan and organize community events related to behavioral health, including the Suicide Prevention Month events (e.g., Out of the Darkness Walk, other related events) and Mental Health Awareness Month events
 7. Manage the operations of the teletherapy (TT) program
 - a. Work with community and network partner, including schools, so they act a referral source or hosting site for TT services
 - b. Improve internal operational efficiencies to reduce administration burden and client needs are met
 - c. Communicate and assist clients with enrollment and system issues on the teletherapy platform.
 - d. Refer difficult, complex, or crisis situations to the appropriate party, including referring to the TCHNetwork Care Coordinator
 - e. Assist in the recruitment of new therapist
 - f. Oversee the credentialing of therapists
 - g. Lead in onboarding new therapists, partners, and clients regarding TT services
 8. Assist with grant deliverables, program evaluation, and grant reporting requirements.
 9. Other duties as required to ensure the success of the program and TCHNetwork.

EDUCATIONAL AND EXPERIENCE REQUIREMENTS:

1. Excellent computer skills, including a high degree of proficiency in OneDrive, Microsoft Word, Excel, Outlook, and PowerPoint.
2. 3+ years' experience in community outreach and engagement, operations, training, and/or office administration

REQUIRED SKILLS:

1. Excellent verbal and culturally competent communication skills (in person, on the telephone, and through email correspondence)
2. Strong public speaking and presentation skills
3. Willingness to work flexible hours (some nights/weekends)
4. Valid driver's license with reliable transportation and car insurance with the ability to travel up to 90 miles to perform duties related to this position
5. Must be able to lift 50+ pounds

PREFERRED QUALIFICATIONS:

1. Lived experience related to mental health and/or substance use disorder
2. Knowledge and experience working with individuals living with a mental illness.
3. Resident of the community for 2+ years.
4. Proven ability in successfully networking and developing trusted relationships with community partners
5. Bilingual (Spanish/English)
6. Knowledge and experience working in rural communities with diverse populations
7. Exceptionally detail-oriented and organized

8. Experience working with disadvantaged/underserved populations.

PERSONAL ATTRIBUTES:

1. Must possess demonstrated ability to relate to individuals of varied ethnic and cultural backgrounds, ages, and economic circumstances
2. Flexible, adaptable, organized, energetic, creative, optimistic team player with a willingness and ability to work independently
3. Trusted member of the community and ability to make new and lasting connections.
4. Ability to maintain client confidentiality
5. Ability to work in a fast-paced environment, remain calm under pressure, and be supportive of client needs
6. Advanced time management skills and ability to work independently
7. Strong work ethic, self-motivated, and collaborative style
8. Change agent demeanor: must be a flexible thinker, with an ability to quickly adapt to a changing environment
9. Ability to exercise forethought, to look ahead and anticipate events
10. Excellent critical thinking and consultative problem-solving skills
11. Ability to receive and utilize constructive feedback regarding performance and presentation

SALARY:

\$19.23 - \$21.63

TCHNetwork offers a competitive benefits package: 80 hours vacation, 80 hours paid holiday, and 48 hours PTO. We pay 100% of your employer-sponsored medical & dental insurance premium after 90 days, offer up to 3% match IRA with immediate vesting, flexible spending account, employee referral program, mental health wellness program, & continued professional development opportunities.

\$500 hiring bonus, after 90 days.