

TRI-COUNTY HEALTH NETWORK



Position: Teletherapy Coordinator
Supervisor: Directory of Programs
Status: Part-Time, Non-Exempt

JOB SUMMARY:

Under the direction of the Director of Programs, the Teletherapy Coordinator, is responsible for overseeing all aspects of the existing teletherapy program in area schools and in the community, including developing new venues for delivering teletherapy services and recruiting and managing the therapists providing teletherapy services.

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

1. 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
 - h. Contracting with health plans and Medicaid, as applicable
 - i. Processing TT invoices for payment
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 teletherapy and ensure program is reaching target populations.
5. Assist in planning and organizing 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
6. Assist with grant deliverables, program evaluation, and grant reporting requirements.
7. 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