



## Job Description

**Job Title:** Mental Health Specialist  
**Responsible to:** Mental Health Program Director

### Responsibilities:

The Mental Health Specialist primary responsibilities are to provide support services for individuals discharging from area behavioral health facilities through extended telephone follow-up services.

### Job Requirements:

- Bachelor's degree in a human service or related field
- Demonstrated interest/skills in human services and mental health
- Strong oral and written English language skills
- Working knowledge of computers and software programs
- Offers of employment contingent upon acceptable background check

### Personal Qualifications:

- Ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups
- Strong desire to provide non-judgmental, empathic, appropriate help and assistance to persons in need
- Ability to work independently

### Specific Responsibilities:

#### A. Coordinate the Follow-up Support Program

1. Provide non-judgmental support, safety planning, assessments and goal planning to participants of the hospital outreach follow up program through extended telephone follow-up services.
2. Coordinate overall operations of the Follow-up Support program including tracking referrals, scheduling calls, and data collection.
3. Respond to requests for the BEAM-SD (Pediatric Mental Health Care Access) Program.
4. Document client interactions into computer tracking system according to procedure.
5. Maintain cooperative relationships with referring hospitals.
6. Evaluate program delivery and make recommendations for improved service delivery.
7. Update procedural manual as necessary.
8. Create data reports as necessary for follow-up program.
9. Complete all data collection and necessary reports.

**B. Professionalism**

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programmatic.
3. Participate in the agency and demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide high level of customer service.

**C. Additional Duties**

1. At times, staff will be required to perform additional duties beyond those specified.

Employee Signature

Date

\_\_\_\_\_  
Supervisor Signatures

\_\_\_\_\_  
Date

Hours: Non-exempt full-time position. Primarily Monday-Friday with one evening a week.  
Updated: September 2024