

EMPLOYMENT OPPORTUNITY

Behavioral Health Ombuds Specialist

The Behavioral Health Ombuds Specialist will advocate for and direct individuals to appropriate behavioral healthcare resources and programs on behalf of clients with mental illness or substance use disorder enrolled in the community behavioral health program. The specialist will also assist with clerical support functions for the program. This is a full time, hourly position at 37.5 hours per week. Located out of our Skagit Vets Connect location in Burlington.

JOB DUTIES and RESPONSIBILITIES INCLUDE:

1. Perform courteous and professional direct services to Ombuds participants in office:
 - Provide walk-in and telephone reception;
 - Screen clients for service needs;
 - Orient clients to Ombuds program and services;
 - Prepare and send necessary client confidential documents.
2. Direct consumers to behavioral health resources and assist in advocating for their treatment needs:
 - Perform confidential in-person or phone intake interview;
 - Direct clients to necessary resources in the event of a mental health crisis;
 - Listen to the treatment needs of individuals;
 - Refer individuals to appropriate resources with and help directing individuals on how to access resources;
 - Act as client advocate in behavioral healthcare system and resource navigation;
 - Document all case interactions, activities, outcomes and statistical data.
3. Assist with statistical data and reporting for program as directed by program coordinator.
4. Provide accurate and required behavioral health information and education to staff, community, and consumers.
5. Provide community outreach to agencies, coalitions and special interest groups.
6. Complete variety of clerical tasks.
7. Participate in agency and team meetings/trainings as required.
8. Other related duties as assigned by management.

QUALIFICATIONS INCLUDE:

Education & Experience

- Bachelor Degree in Human Services, Behavioral Health, Mental Health, Substance Use Disorder or closely related field preferred.
- Current/past consumer of the behavioral health system or a family member of an individual who is a current/past consumer of the behavioral health system required.
- Two-years of experience in behavioral health or social services, or closely related field preferred.

(Or a combination of education and experience providing the knowledge, skills, and abilities to successfully perform the work)

License(s) & Certification(s)

- Must have valid driver license and auto liability insurance if personal vehicle is used for work-related travel.

Skills and Abilities

- Bilingual (Spanish/English) preferred; additional languages helpful.
- Strong listening skills, with detailed and unbiased documentation of client statements, situation recall and client case files.
- Manage stressful or threatening situations in calm, professional manner.
- Understanding and desire to work with clients who have poor communication, substance use disorder, mental or cognitive issues, in various states of crisis, abusive or suicidal behavior.
- Work effectively and collaboratively in teams.
- Initiative to manage client caseload independently.
- Ability to represent the agency positively within the community.
- Proficient in Microsoft Office Suite applications, including Excel, Word, Adobe Pro, PowerPoint, Publisher and Outlook and CISCO.
- Must have strong and effective communication skills (oral and written).
- Working knowledge of standard office procedures and technologies (phone, computer, printer, photocopier, scanner, fax machine) is needed.
- Demonstrated ability to work harmoniously with people from varied cultural, socioeconomic, educational and experiential backgrounds.

COMPENSATION AND BENEFITS:

\$16.44 - \$20.54 per hour (DOE)

Benefits include:

- Medical & Dental Insurance including Rx and Vision
- Life Insurance and AD&D coverage
- SIMPLE IRA Retirement Plan (3% Employer Match)
- Employee Assistance Program
- Voluntary supplemental Cafeteria 125 Plan
- Paid Sick and Vacation Leave
- 12 Holidays per year (+2 Personal Holidays per Year)
- Health club discounts

(Community Action reserves right to modify, amend, or terminate any benefit at any time for any reason.)

TO APPLY:

Qualified candidates are encouraged to apply by providing **ALL** items requested. Please submit the following:

(1) Community Action Application (2) Resume (3) Letter of Interest.

You Can Apply Directly Through Our Website.

Community Action of Skagit County reserves the right to extend application deadlines and to modify the selection schedule without notice, to form eligibility lists for, or make appointments to, other positions with similar employment requirements. Community Action of Skagit County is an Equal Opportunity Employer. Should you require accommodation in the application process, please contact our HR Department.
