

**POSITION: Behavioral Health Navigator**

DATE: February 2021  
PROGRAM: Behavioral Health/Crisis Services  
REPORTS TO: Program Manager/Coordinator  
SCHEDULE: 4/10's, Wednesday through Saturday  
STATUS: Full-Time/Non-Exempt

*At Volunteers of America Western Washington, we have a clear vision: to be the place where a diverse mix of talented people want to come, to stay and do their best work. We are dedicated to promoting an inclusive environment where all people feel accepted and valued.*

**General Function:**

This full-time, hourly position is responsible for providing assessment, treatment planning, information and referral and follow-up for individuals, in Washington State experiencing behavioral health issues; provide linkage to available community services and resources that are appropriate to the caller's needs, including screening for domestic violence risk and linkage to domestic violence services. This position will also coordinate with Emergency Department hospital staff to provide follow-up services for patients experiencing a behavioral health crisis including suicidal ideation and/or attempts. This position will provide follow-up and case management services to ensure individuals at risk are connected to services in their home communities.

**POSITION DESCRIPTION:**

- Meet directly with individuals in need of resources, either by phone or via Telehealth
- Assess the individual's needs and collaboratively develops a plan to connect the person with needed services
- Provide excellent customer service in each client interaction
- Create and maintain accurate client records with a professional level of documentation
- Responsible for coordinating with Care Crisis Response Services staff to ensure ease of referrals from the National Suicide Prevention Lifeline callers in Washington State as well as callers from the regional crisis lines
- Process referrals and work with community partners to coordinate linkage to services
- Maintain an active database of mental health and domestic violence resources in each county of Washington State as well as coordinate with Washington State 2-1-1 centers for referrals for basic needs
- Screen for risk for domestic violence and the need for services as well as coordinate with domestic violence shelters in Washington State.
- Conduct suicide risk assessments including safety planning and means restriction
- Establish and maintain effective relationships with Emergency Department hospital staff to provide ongoing follow-up post -Emergency Department discharge for individuals who have attempted suicide or are otherwise experiencing a behavioral health crisis to ensure safety and connection to Behavioral Health services
- Understand the process to refer to Mobile Crisis Outreach Teams in each region of Washington State
- Use the Washington State Provider One database to link callers to their assigned Managed Care Coordinators
- This position also completes other duties as assigned to assist in the overall function of the program

**QUALIFICATIONS:**

- Bachelor's degree and 1-2 years of experience in a related field
- Fitness to obtain a credential through the Washington State Department of Health
- Ability to pass a background check and Center for Medicare/Medicaid Services eligibility screening
- Excellent written and oral communication skills
- Ability to deal effectively with the public both over the phone and in person

*Behavioral Health/ERSP/BH Navigator*

- Experience in multi-tasking, specifically with computer programs while engaging in a call and/or telehealth assessment
- Ability to gather and organize information
- Working knowledge of computers and Microsoft office products, including Word, Excel, and Outlook is required
- Self-starter and ability to work with little or no supervision

If you wish to apply for this position, please send your cover letter and resume to: [recruiter@voaww.org](mailto:recruiter@voaww.org)

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