



ILLINOIS JOINING FORCES

*Supporting Service Members, Veterans
and their Families*

Job Title: Behavioral Health Care Coordination Program Manager

Position Summary: Responsible for the development, implementation, and enhancement of a Veteran Care Coordination Center program and staff. Provide behavioral health assessments, train and supervise call center staff to ensure outstanding customer service of a warm Veteran support and referral.

Essential Responsibilities:

- Conduct behavioral health assessments around PTSD, TBI, MST, and other service-connected behavioral health issues
- Develops appropriate screening criteria, telephonic intake procedures and scripts to ensure quality and holistic assessments are conducted for Service Members, Veterans, and their families.
- Program Management
- Develop SOP for all functions of the Care Coordination Call Center to include case management protocol.
- Publish and present on-going reporting/analytics/insights outlining program and service performance.
- Provide guidance and assistance to staff when calls are escalated beyond their scope.
- Monitor staff calls to ensure positive customer service and accuracy of information being delivered.
- Complete periodic and yearly staff evaluations.
- Interview and hire call center staff as needed.
- Provide back up for call center employees during high volume times.
- Other administrative duties as assigned.

Qualifications:

- Bachelor's Degree in psychology, mental health counseling, human services, social work, rehabilitation counseling, or related mental health field required.
- Minimum 3 years prior experience and knowledge of mental or behavioral health required.
- Knowledge of Service Member or Veteran issues highly desired.
- 2 years of Program Management experience
- Minimum 1-year experience in staff management required.
- Effective written, oral communication and presentation skills necessary.
- Ability to supervise remote staff
- Excellent communication skills with the ability to relate to persons with diverse educational, socioeconomic, and ethnic backgrounds
- Recognize and handle confidential and sensitive information
- Excellent quality customer care skills