

United Way of West Florida Position Description

Position/Title: 211/988/FVSL Clinical Consultant

Incumbent/Candidate: OPEN

Reports to: VP of Impact Services

Exempt/Non-Exempt: Exempt

General Description

To use advanced knowledge in the field of Human Services to provide referrals to the highest quality client-centered therapeutic services. Must also use such advanced knowledge to serve as a consultant and mentor to 211, 988, FVSL Specialists. This position is entrusted with a high level of responsibility and insight in treating clients and ensuring services are provided and documented in compliance with applicable laws and regulations, in addition to United Way of West Florida and 988 LifeLine standards

Main Job Tasks and Responsibilities

- Serve as a consultant to 211, 988, and FVSL team members to ensure the delivery of quality and compassionate over the phone human services in 24/7/365 operations.
- Provide direct care and support to 988 crisis counselors and FVSL team members during imminent risk calls.
- Provide program, event, and service delivery alerts to Lead Consultant as needed.
- Complete Live Monitoring of calls during assigned portion of shift.
- Provide meaningful positive and constructive feedback to team members regarding call handling via quality service call reviews.
- Offer mentorship, coaching, guidance, and developmental support to team members as assigned by Lead Consultant.
- Support training initiatives by contributing to and/or facilitating team meetings and training sessions.
- Serve as point of contact for call center operations during assigned shift.
- Be on-call for imminent risk call support for remainder of assigned shift.
- Other duties as assigned.
- Position may require some local travel to support training and community outreach.
- Position may require working based out of Emergency Response Center during crisis or disaster events.

- Position may require some flexibility with start and end times of shift to accommodate team meetings.
- Position requires availability to work outside of normally assigned schedule to support disaster response.

Education and Experience:

- Master's Degree in social work, counseling, psychology, rehabilitation, or another related human services field.

- At least one (1) years' experience working with adolescents and adults who have mental health, substance abuse and/or co-occurring disorders or developmental disabilities.
- Must have strong understanding of individualized, integrated mental health, substance abuse and co-occurring services to offer appropriate referrals to individuals served and provide additional support
- Must be able to pass organization screening requirements, including state or federal background screenings as appropriate.
- Strongly Preferred: Appropriate state license or provisional license in mental health field.
- Strongly Preferred: (2) years' experience screening in hospital, inpatient psychiatric facility, or Mobile Response Team setting will be accepted in lieu of appropriate licensure.

Key Competencies:

- Mission focused
- Strong interpersonal skills
- Relationship-oriented
- Collaborator
- Results driven
- Brand steward
- Team builder
- Self-management
- Leadership

**Preference Given to Military Veterans
EOE - Drug Free Workplace**