

MULTNOMAH COUNTY
invites applications for:



Mental Health Consultant - On-Call - Call Center

Job #:	6365-170
Opening Date:	02/08/17
Closing Date/Time:	02/22/17 11:59 PM
Salary:	\$28.15 - \$34.61 Hourly \$4,898.10 - \$6,022.14 Monthly \$58,777.20 - \$72,265.68 Annually
Job Type:	On Call
Location:	East Multnomah County (East of 168th Ave)
Department:	Health Department

OVERVIEW:

Who are we?

Multnomah County Health Department is the largest public health sector in the State of Oregon. We provide healthcare to approximately 748,000 residents, the most populous out of Oregon's 36 counties. Our mission is to work in partnership with the communities we serve, to assure, promote and protect the health of the people of Multnomah County.

Here at the Multnomah County Health Department, we have vast opportunities for team members like you to work in our specialized areas in the Medical, Dental, Pharmacy, School based, Corrections, Community Health Services and Mental Health Addiction and Services. If you are looking for an exciting, meaningful job that assists the Public Health Department as well as serving people in the Community then this is the position that you have been looking for.

What are we looking for?

Multnomah County Health Department is currently seeking On-Call Mental Health Consultants for our Call Center. Applicants must be available to accept any shift (day, swing, overnight) that arises, a minimum of three days per week. Any additional availability is preferred.

About the program:

The Multnomah County Call Center is a 24 hour, continuous crisis operation that constitutes the hub of mental health services for all residents of Multnomah County. The vast majority of services are provided via telephone with approximately 70,000 calls received per year.

The Call Center is staffed primarily by Master's-level QMHP eligible clinicians called "Acute Care Coordinators" (ACCs); which are also known as Mental Health Consultants, with a minimum of two years experience providing crisis services on a mental health crisis line or in a community mental health setting.

All ACCs answer and triage the following distinct telephone lines that ring into the Call Center, 24 hours a day, 7 days a week, 365 days a year:

- 1) Multnomah County Crisis Line
- 2) Multnomah Mental Health (MMH) Member Services
- 3) Portland Police
- 4) 911
- 5) Department of Community Justice

- 6) Family Care Coordinated Care Organization Mental Health Services
- 7) EASA Referral Line
- 8) Asian Problem Gambling Helpline
- 9) Latino Crisis and Referral Line
- 10) Emergency Line (major event communication, e.g. terrorist attack, major earthquake, etc.)

What YOU will be doing as a ACC/Mental Health Consultant at the Call Center?

- Provide crisis intervention on the Multnomah County Crisis Line
- Provide care coordination across the mental health system for callers, as needed
- Provide information/referral to community mental health providers
- Provide general member services and advocacy to MMH members with contracted providers, as needed
- Facilitate the utilization of clinically-appropriate, cost-effective mental health services
- Promote optimal treatment outcomes through clinical review and utilization management duties
- Provide consultation to providers at all levels of acuity in the mental health system regarding MMH mental health services

Diversity and Inclusion: At Multnomah County, we don't just accept difference; we value it and support it to create a culture of dignity and respect for our employees. We are proud to be an Equal Opportunity Employer.

TO QUALIFY:

We will consider any combination of relevant work experience, volunteering, education, and transferable skills as qualifying unless an item or section is labeled required. Please be clear and specific about how your background is relevant. For details about how we typically screen applications, review our overview of the [selection process](#) page

Education/Training:

- Master's degree from an accredited college or university in the mental health field with major coursework in social science, or a related field demonstrating the capacity for the required knowledge and skills to meet provider Qualified Mental Health Professional (QMHP) credentialing requirements as required by Oregon Administrative Rules ([OARs](#)) 309-019-0125 (9). See qualified degrees listed below:
- Graduate degree in psychology.
- Graduate degree in social work.
- Graduate degree in recreational therapy
- Graduate degree in art therapy.
- Graduate degree in music therapy.
- Graduate degree in a behavioral science field
- Bachelor's degree in nursing AND licensed by the State or Oregon
- Bachelor's degree in occupational therapy AND licensed by the State of Oregon

Experience/Certification: Two (2) years of professional experience as a Qualified Mental Health Professional (QMHP).

Preferred Special Qualifications/Transferable Skills*:

- Specific telephonic or face-to-face, crisis-service experience.
- Managed care utilization review experience and/or experience working in a hospital Emergency Department setting.

Other: Some positions may require a background investigation, which may include being fingerprinted. Employment is contingent on a passing a background investigation. May require valid driver license.

***Transferable skills:** *Your transferable skills are any skills you have gained through education, work experience (including the military) or life experience that are relevant for this position. Be sure to describe any transferable skills on your application and clearly explain how they apply to this position.*

SCREENING AND EVALUATION:**The Application Packet:**

1. A completed online application.
2. Responses to the supplemental questions.
3. A copy of degree listed in "To Qualify" (and licensure, if applicable).

The Selection Process: For details about how we typically screen applications, review our overview of the selection process page. We expect to evaluate candidates as follows:

1. Initial review of minimum qualifications
2. Supplemental question review
3. Phone screen
4. Oral exam
5. Consideration of top candidates
6. Language assessment (if applicable)
7. Background, reference, and education checks

Veterans' Preference: Under Oregon Law, qualifying veterans may apply for veterans' preference for this recruitment. Review our [veterans' preference page](#) for details about eligibility and how to apply. The recruiter as listed on the job announcement must receive all required documentation by the closing date of the recruitment.

Accommodation under the Americans with Disabilities Act: We gladly provide reasonable accommodation to anyone whose specific disability prevents them from completing an application or participating in this recruitment process. Please contact the recruiter below in advance to request assistance. Individuals with hearing or speech impairments may contact the recruiter through the Telecommunications Relay Service by dialing 711.

Note: Application information may be used throughout the entire selection process. This process is subject to change without notice.

Type: Classified Represented

FLSA: Non-Exempt

ADDITIONAL INFORMATION:

Type of Position: This hourly union-represented position is eligible for overtime.

Questions?

Vi Ton, Recruiter
Health Department
421 SW Oak Street, Ste 210, Portland, OR 97204
vi.ton@multco.us
503-988-7480

Disclaimer: This announcement is intended as a general descriptive recruitment guide and is subject to change. It does not constitute either an expressed or implied contract.

Apply Online:

<http://www.multco.us/jobs>

Mental Health Consultant - On-Call - Call Center Supplemental Questionnaire

- * 1. How did you find out about this job? Please be specific. What job fair, outreach event, or advertisement did you see? What website? Referral from an employee? If so, who? Your response will help us conduct effective outreach in the future. Thank you.
- * 2. Do you have a Master's degree (or equivalent) from an accredited college or university in the mental health field with major coursework in social science, social service, or a related field? See listed in question #3.

Yes

- No
- * 3. Please indicate which degree you currently hold that qualifies you for the role of Qualified Mental Health Professional. Primary source verification via official transcripts will be required if you are a finalist for this position.
- Bachelor's degree in nursing and licensed by the State or Oregon.
 - Bachelor's degree in occupational therapy and licensed by the State of Oregon
 - Graduate degree in psychology.
 - Graduate degree in social work.
 - Graduate degree in recreational therapy
 - Graduate degree in art therapy.
 - Graduate degree in music therapy.
 - Graduate degree in a behavioral science field (must indicate type of degree in next question).
4. If you indicated "Graduate degree in a behavioral science field" in the previous question, please note the degree name here.
- * 5. Did you attach a copy of your degree listed above (and licensure, if applicable)?
- Yes No
- * 6. Do you have at least two (2) years of professional experience as a Qualified Mental Health Professional (QMHP)?
- Yes
 No
- * 7. Do you currently, or will you by the time of hire, have a valid license to drive?
- Yes No
8. DO NOT ANSWER, INFORMATION ONLY: For supplemental questions listed below, please be sure to answer all questions in detail, identify techniques used to resolve issues and use specific examples demonstrating any experience, training, systems and programs used in any paid and unpaid positions. Please do not list see resume or submit vague answers. Your detailed responses will be scored to determine if you will be moving to the next step in our recruitment process.
- * 9. Describe your specific telephone or face-to-face, crisis-service experience.
- * 10. Describe at least three dangerous or risky behaviors that are not due to mental illness. How do you make this differentiation in a crisis-line environment?
- * 11. Describe a time when you made an immediate, independent decision in a crisis situation. What factors did you consider in making the decision, and what was the outcome?
- * Required Question