



Job Description: Intake Counselor Full-Time Position

Position Objective: Intake Counselors assist clients with scheduling appointments for programs in our Central Access and Referral Service. Additionally, they provide evidence-informed crisis intervention, suicide prevention, information & referral, and brief supportive counseling to clients who are in emotional distress and/or seeking information on available services. Intake Counselors interact with clients by telephone.

About MHA-NYC: MHA-NYC's *Here2Help Connect* Division harnesses new technologies to expand methods in which consumers can receive clinically sound behavioral health services. *H2H Connect* currently operates 14 different crisis hotlines, including the National Suicide Prevention Lifeline, the national Disaster Distress Helpline, and the NFL Life Line, as well as New York City's LifeNet and New York State's HOPEline for addictions. *H2H Connect* serves over 10,000 people every month and anticipates future growth as new managed care arrangements and new technologies make it possible to reach more people in distress through more channels.

Major Duties and Responsibilities:

- Schedule appointments for mental health services at one of the partner clinics through our Central Access and Referral Service
- Provide evidence-informed crisis intervention and suicide prevention support, and brief supportive counseling to callers who are in emotional distress
- Conduct assessments of clients in accordance to program policies & procedures
- Utilize resource referral database to provide information and referral assistance to callers seeking mental health and substance abuse services
- Manage interactions with clients to ensure appropriate level of support is provided in an efficient manner.
- Accurately and efficiently assess client needs, schedule appointments, and document client interactions
- Meet or exceed established key performance indicator goals
- Utilize telephone to interact with clients

Requirements:

- Fluency in the English language, both oral and written
- Courteous, empathic, and professional manner
- Active listening skills to establish working alliance with clients, and accurately assess and assist with their scheduling needs
- Efficiency with information-gathering, and problem-solving to facilitate resolution of client inquiries
- Superior communication skills to convey information to clients clearly, accurately, and completely
- Ability to maintain professional demeanor when handling crisis and abusive calls
- Efficiency with balancing pace and flow of conversation and call time
- National Provider Identification number required by date of hire (instructions for securing NPI number will be provided)
- Overtime may be required from time to time

Qualifications:

A Bachelors Degree in psychology or related field, plus at least one year of experience in healthcare contact center. Prior intake and/or mental health information and referral services experience a plus. Applicants should be comfortable working independently and as part of a team in a collegial group environment. Bilingual skills are a strong plus.

Interested applicants should submit resume and cover letter to Ben Marsh at BMarsh@mhaofnyc.org.