



POSITION TITLE: Engagement Specialist

PRIMARY SUPERVISOR: Engagement Coordinator

DEPARTMENT: Engagement

SUPERVISES: N/A

STATUS: non-exempt

SALARY RANGE: Beginning salary will be commensurate with education and experience, and based on appropriate industry standards.

POSITION DESCRIPTION: This position will serve as the centralized entry point for individuals who are seeking services in person or via the phone. Position will assist visitors entering the agency engagement area for services or inquiries, checking in for appointments, and assist with customer concerns. This person will screen calls for appropriate services, transfer calls to the party requested, provide referrals to appropriate services outside this agency, collect payments, and provide general information regarding the agency. Additionally, the person will screen and triage requests for mental health services.

REQUIREMENTS & QUALIFICATIONS:

1. High School Diploma/GED required and two years related experience working in a high call volume center
2. Experience or equivalent combination of education and experience in a mental health, chemical dependency, or social services field
3. Basic computer skills, Microsoft Office, Word, Excel, Power point, Outlook and Internet
4. Experience with an EHR system highly desirable
5. Bilingual English / Spanish **Required**
6. Valid CA Driver's License

DUTIES & RESPONSIBILITIES:

All the responsibilities listed below are considered essential functions of this position. Additionally, this position is expected to ensure adherence to the core operating values and the strategic direction of the agency.

1. Operates multi-line telephone system to answer and screen incoming calls
2. Directs callers to appropriate personnel, department, and services or provides a referral
3. Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable
4. Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel
5. Ensures an interactive process occurs over the phone or in person with the client or caregiver to assess the nature and urgency of need for services
6. Screen for admission into mental health outpatient program
7. To provide proper referral employee must utilize and maintain directory of community resources and must have or acquire knowledge of services provided by partner agencies
8. Must log all calls into agency EHRS system and document all referrals made
9. Able to screen for and verify Medi-Cal eligibility as needed
10. Able to do preliminary mental health screening for service eligibility
11. Monitors visitor access and issues passes
12. Receives and routes mail, packages, and other deliveries
13. Prepares and forwards outgoing mail and packages as needed
14. Routes incoming faxes
15. Assure all time-sensitive documentation is processed in a timely manner



Additional Duties and Responsibilities

- Conduct all functions in accordance with The Village Family Services guidelines, policies, procedures, and ethical standards
- Maintain safe work area by complying with procedures, rules, and regulations
- Perform general clerical duties including but not limited to filing, photocopying, faxing, and mailing as required
- Employee will be fully cross-trained on night reception duties and group duties
- Demonstrates a high level of professionalism in dealing with confidential and sensitive issues
- Knowledgeable of mandated reporter responsibilities
- Attend scheduled staff meetings, agency wide meetings, trainings and other meetings as assigned

Confidentiality and Privacy

Adheres to all legal parameters for ensuring and maintaining clients' confidentiality including HIPAA, and state and federal laws

Knowledge, Skills and Abilities

Analytical Ability	Teamwork	Problem solving	Professional Appearance and demeanor
Technical Skills in MS Word, Excel, and EHR or database Systems	Interpersonal Skills	Excellent oral & written communication	Detail oriented
Flexibility	Time Management	Strong Ethics & Judgment	Organizational skills
Appreciation of Diversity	Excellent Attendance & Punctuality	Dependable	Takes initiative

The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas.

The Village Family Services (The Village/TVFS) is an internationally accredited, leading bilingual family wellness organization that provides culturally sensitive, trauma-informed mental health, homeless and foster care services to thousands of Los Angeles County's most vulnerable and underserved children, youth, and their families. We specialize in helping LGBTQ and transition age youth who are in crisis and are recognized for our community response for ending youth homelessness.

To apply, please email resume along with cover letter to hr@thevillagefs.org with subject line Engagement Specialist.