



Request for Qualifications

Helpline Staff Position

Contact: Toni Johnson
MS Department of Mental Health
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Introduction

The Mississippi Department of Mental Health (DMH) certifies, provides and/or financially supports a network of services for people with mental illness, intellectual/developmental disabilities, substance use disorders and/or other dementia. It is DMH's goal to improve the lives of Mississippians by supporting a better tomorrow...today.

The contract worker position of Helpline Staff is housed within DMH's Office of Consumer Support (OCS). Through OCS, the general public can receive information about mental health, intellectual/developmental disabilities and substance use services in Mississippi. Additionally, people receiving services through the public mental health system or members of their family can file a formal grievance that will be followed up on and responded to by staff in OCS.

Deadlines/Timelines

Contract Worker RFQ Issue Date	March 24, 2017
Resume Submission Deadline	April 07, 2017
Interview Dates (tentative)	April 11-13, 2017
Selection Completed	April 20, 2017

Submissions/How to Apply

To apply for this position, please submit your resume to Toni Johnson via email at toni.johnson@dmh.ms.gov by 4:00 P.M. CST on April 07, 2017. Resumes received after this date and time will not be considered for this position.

The resume should describe your education and prior work history, including all relevant work experience. The resume should include the name and current contact information of at least three references, preferable references familiar with your job skills. The resume should include your current contact information (address, email and phone number).

Characteristics of Work

This a contractual position through the Mississippi Department of Mental Health (MDMH), hereafter referred to as "Agency," in which the applicant agrees to perform the duties of Helpline Staff Position. The work involves answering the MDMH's toll-free Helpline and the National Suicide Prevention Lifeline, and assessing the problems or needs of the caller, providing education and information about resources, providing linkage to needed assistance, gathering information from callers related to consumer grievances about services operated and/or certified by MDMH and submitting accurate and timely information to the Grievance Coordinator. Internal and external contacts are made to provide exchange of information to coordinate

assistance with accessing services. Work is subject to review from the Helpline/Grievance Coordinator, Division, Bureau, and Executive Directors to whom the applicant reports.

Examples of Work

Examples of work performed in this position include, but are not limited, the following:

- Answers the Department of Mental Health's toll-free Helpline.
- Answers the National Suicide Prevention Lifeline.
- Assesses the problems or needs of the caller.
- Provides education and information about resources to the caller.
- Provides linkages to needed assistance.
- Gathers information related to consumer grievances about services/programs operated and/or certified by the Department of Mental Health.
- Captures call data in an information and referral database.
- Performs related or similar duties as required or assigned.

Minimum Qualifications

A Bachelor's Degree from an accredited four-year college or university in a field related to the scientific, technological, or specialized functions of the employing agency;

AND

Experience:

Two (2) years of experience related to the above described duties.

OR

Education:

Graduation from a four-year high school or equivalent (GED or High School Equivalency Diploma);

AND

Work Experience:

Six (6) years of work experience related to the above described duties. Two (2) years of work experience must relate to providing services and supports for individuals with serious mental illnesses, intellectual/developmental disabilities and/or substance use problems.

Compensation and Hours Worked

The agency agrees that total contract compensation will be at a rate of up to \$16.50 per hour.

The Contract Worker is subject to the proper withholding of state and federal income taxes and social security.

Work is requested on an as needed basis, not to exceed 28 hours per week.

Selection Process

The hiring department representative will review all resumes which contain the required information and are submitted within the stated timeline. The hiring department representative will select the most qualified candidates for the interview based on the required educational experience and work experience. After the interviews have been completed, the representative will select the top candidate for employment.

Evaluation Criteria

The following evaluation criteria will be utilized (100 point scale):

- Required educational experience – up to 40 points
- Required work experience – up to 40 points
- Ability to perform stated examples of work based on interview – up to 20 points

Contract Dates

The start date for this contract is estimated to be April 24, 2017 with an end date of June 30, 2017.

