



Request for Applications

*Helpline Specialist
for the
Branch of Coordinated Care
Office of Consumer Support (OCS)*

Contact: Toni Johnson
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Introduction

The Mississippi Department of Mental Health (MDMH) 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...one person at a time.

The contract worker position for the Helpline Specialist for Office of Consumer Support is housed within the Branch of Coordinated Care. The Branch of Coordinated Care is responsible for the agency's Helpline. OCS promotes the integration of the components of recovery and resiliency in practice, expansion of variety of services, and opportunities for meaningful participation in the public mental health system for individuals receiving services and their family members.

There are four positions, full-time and part-time, available in the MS Department of Mental Health's (DMH) Branch of Coordinated Care, Office of Consumer Support. The position will be responsible for answering Helpline phone calls and all information referrals related to resources for DMH.

Deadlines/Timelines

Contract Worker RFQ Issue Date	Friday, June 18, 2021
Resume Submission Deadline	Friday, July 2, 2021 @ 4:00PM CST
Interview Dates	July 7-21, 2021
Selection Completed	July 23, 2021

Submissions/How to Apply

To apply for one of these positions, please submit your resume to Toni Johnson via email at toni.johnson@dmh.ms.gov by 4:00 P.M. CST on July 2, 2021. Resumes received after this date and time will not be considered for a 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).

Please indicate in the body of the email if you are interested in a full-time or part-time position.

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 duties to support the OCS under the direct supervision of the BCC's Director and the OCS Project Coordinator. The Helpline Specialist will be responsible for aiding individuals receiving services and their families to resolve grievances related to access to services and services provision, providing

education regarding the rights of individuals receiving services, and responding to general questions concerning services for individuals with serious mental illness, intellectual/developmental disabilities and alcohol and drug addictions.

Examples of Work

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

- Working with DMH staff and Certified Providers, advocates, state agencies, family members, and consumers providing a variety of services for mental health, Intellectual Developmental Disabilities, substance use disorders, Alzheimer's disease, and other Dementia resources available across the state.
- Answering the DMH toll-free Helpline.
- Assessing the needs of callers.
- Providing education and information about resources to the caller.
- Linking the caller to the needed assistance.
- Gathering information related to grievances about services operated and/or certified by DMH.
- Capturing call data and entering into Refer Database
- Other duties as assigned.

Minimum Qualifications

Education:

A High School Diploma from an accredited High School or equivalent.

AND

Experience:

Four (4) years of experience, at least two (2) years must have been in a call center demonstrating excellent customer service skills;

Preference will be given to those with:

- ❖ Experience working with people who have mental illness, substance use disorders, and intellectual and developmental disabilities
- ❖ Familiarity with the mental health services provided through DMH
- ❖ Experience with data entry and reporting
- ❖ Excellent written and verbal communication skills
- ❖ Experience in de-escalation

Compensation and Hours Worked

The agency agrees that total contract compensation will be at a rate of \$17.00 per hour not to exceed an average of 40 hours per week for full-time positions and 20 hours per week for part-time positions for the contract period. The Contract Worker is subject to the proper withholding of state and federal income taxes and social security.

Selection Process

- The hiring department's 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 candidates for employment.
- All new employees of the Department of Mental Health are required to submit to a drug test. Persons found to be under the influence of alcohol or found to have used illegal drugs may be refused employment. In addition, employees are required to submit to fingerprinting and a background check. The nature and gravity of criminal offences may result in denied employment.

Evaluation Criteria

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

- Required educational experience – up to 30 points
- Required work experience – up to 50 points
- Examples of relevant work – up to 20 points

Contract Dates

The start date for this contract is estimated to be August 1, 2021.

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