



## Internal and External Posting

Position Title	Clinician – Call Center
Position #	15302
Posting #	1895 Repost
Location	Greenville, NC
Description	<p>This Employee serves as clinician for the Call Center and Customer Services Department. The Call Center is a point of access for individuals and/or their families seeking mental health, substance use, intellectual and/or developmental disabilities services and resources. The Call Center is responsible for completing the screening; triage and referral (STR) function for Trillium. The STR process aides in linking members to the most clinically appropriate service and/or providers. This position will perform clinical functions in the Call Center, including but not limited to clinical triage of member calls. Call Center Clinicians also take the lead on all crisis or emergency calls. Call Center Clinicians provide education, guidance and support to nonclinical staff.</p> <p>As expected with all Call Center employees Clinicians also answer inbound calls and assist callers by connecting them to the appropriate party, sharing information, providing technical assistance, answering questions, handling and/or resolving complaints. The Call Center is often the first interaction with our organization therefore Call Center Clinicians must respond to the caller's needs in a professional service-oriented manner and maintain the highest level of customer satisfaction by seeking first call resolution.</p>
Requirements	<p><b>Education:</b> Master's Degree in Human Services and valid LCSW, LMFT, LPA, LCAS, LPC, or RN license are required. <b>Experience:</b> Minimum 2 years post graduate experience with adult mental health, developmental disabilities or substance abuse population. Preferred experience with psychiatric trauma and crisis. Internships and field placements will be considered.</p> <p>Must have valid driver's license.</p>
Expected Starting Range	\$46,200.00 - \$59,000.00
Hours	8:30 am – 5:00 pm, Monday through Friday are normal working hours
Contact	Debbie Lambert
Address	144 Community College Rd. Ahoskie, NC 27910
Telephone	1-866-998-2597
Fax	252-209-0746
Email	<a href="mailto:CareerOpportunities@TrilliumNC.org">CareerOpportunities@TrilliumNC.org</a>
Published	02-15-19
Closing Date	<p><b>Open Until Filled.</b> A NC State Application (PD-107) must be completed in full (resumes alone will not be accepted). Application must detail education and experience related to the above requirements in order to qualify. It is recommended that a transcript be included with the PD-107 to verify educational qualifications. Applications must be received in the Ahoskie Office by 5:00 p.m. on closing date to be considered. Applications may be downloaded from <a href="http://www.trilliumhealthresources.org">www.trilliumhealthresources.org</a> under Careers.</p>

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