



JOB DESCRIPTION
(as of January 2022)

Position Title: *Mental Health Navigator (Bi-Lingual, a Plus)*

Status: Part-time/20 hours/week; non-exempt

Reports to: MHA Director of Education and Advocacy

Salary: \$20/Hour

Under the supervision of the Director of Education and Advocacy, the Mental Health Navigator is responsible for taking calls to Mental Health America of Central Carolinas (MHA) and referring callers to internal or external resources.

Minimum Qualifications: The following qualifications are the minimum necessary to adequately perform this job. However, any equivalent combination of experience, education, and training which provides the necessary knowledge, skills, and abilities would be acceptable, subject to any legal and/or regulatory requirements.

Education: High School Diploma or GED certificate required; two years related experience and/or training; equivalent combination of education and experience.

Responsibilities/Skills:

- Strong knowledge of behavioral health and other resources in the Mecklenburg and Cabarrus communities.
- Fluent in verbal and written English; bilingual with fluency in Spanish preferred.
- Good customer service, communication and interpersonal skills and ability to handle telephone and email inquiries in a timely and professional manner.
- Good listening skills, non-judgmental, flexible and able to deal with complex situations.
- Respect the privacy and confidentiality of community individuals and hold in confidence all information obtained in the course of professional service.
- Compassionate, trustworthy, and empathetic when working with community individuals.
- Experience working with indigent and culturally diverse populations.

- Maintain documentation of all community individual encounters and complete reporting requirements according to MHA policy.
- Proficient computer skills, including Microsoft Office (experience with Publisher, Salesforce, and SharePoint, a plus).
- Ability to write simple correspondence.
- Able to sit for long periods.
- Assist in administrative tasks when not taking Information and Referral calls.
- Make follow-up calls to evaluate effectiveness of I&R calls
- Assist in keeping staff up to date on emerging resources in the community/state.
- Must complete QPR and MHFA Adult & Youth training within 2 months of hiring.

By signing below, I attest that I have read and fully understand the expectations required for this position. I have read and fully understand the job classification, pay range, and who I report to on a regular basis. I understand that by signing below, I confirm that I have had ample opportunity to discuss the job description and its duties with my supervisor and, furthermore, I am committed to representing the MHA to the highest standards of excellence.

Signature of Employee

Date

Signature of Executive Director

Date