

Job Description: Resource Specialist – New Resources H2H Connect

Full-Time, Non-Exempt Position

Position Objective: The Resource Specialist – New Resources facilitates the growth of the NYC Well Resource Database which assists New York City residents to connect to behavioral health care and related services through various contact points within the NYC Well program. The Resource Specialist – New Resources will identify and establish relationships with new programs and agencies, to facilitate their inclusion in the database.

Department: H2H

Program: NYC Well

Reports to: Resource Manager

About Vibrant Emotional Health: Vibrant Emotional Health's Here2Help Connect Division is at the cutting edge harnessing new technologies to expand methods in which consumers can receive clinically sound behavioral health services. H2H Connect operates 14 different crisis hotlines, including NYC Well (New York City's premier 24/7/365, multilingual, information & referral, support, crisis intervention, and peer support service), the BRAVEline for bullying, and the NFL Life Line. H2H Connect continues to grow as new managed care arrangements and new technologies make it possible to reach more people in distress through more channels. H2H Connect already serves over 40,000 people every month.

Major Duties and responsibilities:

- Facilitate growth of the NYC Well Resource Database by seeking out new programs for inclusion. This will entail joining and reviewing emails from various listservs, attending health fairs and other outreach events and meetings, and reaching out to service providers for inclusion in the database
- Serve as the point person for counselors and peer support specialists to contact about adding resources to the database
- Provide technical assistance to programs and agencies engaged in the process of being listed in the database
- Monitor online submissions for inclusion in the database or amendments to resources already in the database
- Assist Resource Manager in performing an annual needs assessment on the database to determine gaps in service

Requirements:

- Fluency in English, both oral and written
- Courteous and professional manner with an ability to communicate information clearly, accurately, and completely
- Effective time management skills
- Strong work ethic, particularly in team setting
- Attention to detail and problem-solving skills
- Good organizational skills
- Good interpersonal skills

- Knowledge of behavioral health care/social service systems in New York City; knowledge of equivalent systems nationwide and globally, a plus
- Strong computer skills

Qualifications:

A High School Diploma or equivalent experience working in healthcare contact center and or mental health capacity required. Supportive counseling and/or mental health information and referral services experience a plus. Applicants should be comfortable working independently and as part of a team in a collegial group environment. Bilingual skills (Spanish/English or Cantonese/Mandarin/English) are preferred.