

MAJOR FUNCTION

This is specialized professional and administrative work involving the Consolidated Dispatch Agency's wellness initiatives. The incumbent has the responsibility for the delivery of health and wellness programs as part of the Human Resources strategic plan. This position will coordinate internal and external physical and mental health wellness initiatives, assessments, and referrals of agency employees and family members to support services with contracted provider groups. Responsibility areas include coordination of internal programs such as Peer to Peer support, providing education, resources, and opportunities to the employees of the CDA to live healthier lives. Coordinates CDA wellness events, seminars, and various preventive health programs. May be subject to call for response to emergencies or critical incidents and supervisory consultations. The incumbent establishes and maintains effective working relationships with mental health providers, and representatives of provider agencies. This position's classification functions in an on-call response to supervisor consultations and performs related duties as directed. The incumbent is expected to work independently in carrying out program responsibilities and varied assignments without detailed instructions. Work is subject to review by the CDA Director through reports, conferences, feedback from customers, and observations of results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Develops, plans, coordinates, and implements wellness initiatives, events, activities, and seminars for the Consolidated Dispatch Agency. Coordinates all internal and external behavioral health and wellness initiatives for agency members including assessment for clinical interventions and implementation of crisis management action plans. Initiates and maintains contact with employees and their families to assess underlying issues, provide support, and direction with assessment and referral. Identifies challenges to healthy functioning and provides recommendations for mental health and wellness support for employees and their families. Establishes and maintains effective relationships with contracted mental health providers and agency EAP provider. Conceptualizes support needs and determines subsequent plans for intervention, referrals, and delivery of services. Coordinates and support physical wellness initiatives for agency members. This includes identifying external resources for physical wellness support. Supports coordination of services to ensure agency member meets goals of return from workers compensation, FMLA, and temporary disability status. Establish and coordinate the agency Peer to Peer support initiative. Responds to inquiries concerning employment assistance programs, stress effects concerning dispatch/communication, and related issues; recommends solutions and provides education and training in related topics. Conducts immediate assessment for risk, initiates referral, and coordinates treatment planning. Maintains effective communication with employees and providers during treatment. Maintains files, records, and documentation for compliance with established regulatory standards, Florida State Statutes, State Administrative Code i.e. HIPPA. Reviews and authorizes provider billings for accuracy and ensures timely submission. Maintain current knowledge of professional standards, theories, principles, and techniques of mental health treatment including clinical interviewing assessment, diagnosis, and crisis intervention. Ability to work closely with others as a team. Ability to effectively communicate both orally and in writing. Ability to provide professional customer service skills to both the public and agency members. Ability to prepare and present clear, accurate, concise, and objective written and oral reports. Ability to meet requirements and maintain required licensures and certifications as well as agency required in-service training. Ability to adhere to the standards and principles of the agency's core values and professionally represent the agency. Ability to report to work timely, consistently, and as scheduled. Ability to perform all functions of the job classification without posing a direct threat to the health or safety of other individuals in the workplace.

Other Important Duties

Keep abreast of current national wellness and wellbeing initiatives and activities. Serves as a team member on ad-hoc agency-wide project teams as needed. Performs related work as required.

DESIRABLE QUALIFICATIONSKnowledge, Abilities And Skills

Thorough knowledge of mental health and wellness, including industry-wide accepted methods, laws, practices and regulations. Ability to analyze facts and exercise sound judgment in arriving at conclusions and recommendations. Ability to work independently. Ability to present facts and recommendations effectively, orally and in writing. Ability to make public presentations and conduct informational and educational sessions. Ability to develop creative program materials, including promotional pieces. Ability to establish and maintain effective working relationships. Skill in prioritizing work assignments. Skill in the operation and use of microcomputers and associated databases, software programs and peripherals necessary to successful job performance.

Minimum Training and Experience

Possession of a master's degree in Counseling, Mental Health, Marriage and Family Counseling, Psychology, Social Work, Public Health or closely related field and three (3) years experience in case management, mental health treatment services, or substance abuse, preferably a law enforcement, corrections or similar critical incident environment, or an equivalent combination of training and experience. One year of program planning and administration experience is also required and may be part of the aforementioned experience.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Licensed Clinical Social Worker (LCSW) or Licensed Mental Health Counselor (LHMC) or Licensed Marriage and Family Therapist (LMFT) preferred.

Established: 08-03-21