



KAY IVEY  
GOVERNOR

STATE OF ALABAMA  
**DEPARTMENT OF MENTAL HEALTH**  
**RSA UNION BUILDING**  
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KIMBERLY G. BOSWELL  
COMMISSIONER

**EMPLOYMENT OPPORTUNITY**

<b>JOB TITLE:</b>	Mental Health Specialist III (Call Center Supervisor)	<b>NUMBER:</b>	21-66
<b>JOB CODE:</b>	A6500	<b>DATE:</b>	December 30, 2021
<b>SALARY RANGE:</b>	78 (\$51,177.60 - \$77,892.00)	<b>PCQ#:</b>	8828275
<b>JOB LOCATION:</b>	Department of Mental Health RSA Union Building 100 North Union Street Montgomery, Alabama 36130		

**MINIMUM QUALIFICATIONS:**

- Master’s degree in a human services field.
  - 48 months or more experience in the intellectual disabilities field.
- OR**
- 24 months current permanent status as a Mental Health Specialist II performing duties as indicated above.
  - *Preference will be given to applicants with experience working in a call center environment.*

*Human services field includes the following disciplines: Social Work, Psychology, Criminal/Juvenile Justice, Special Education, Sociology, Speech Education, Rehabilitation, Counseling, Speech Pathology, Audiology, Nursing, Physical or Occupational Therapy, and any related academic disciplines associated with the study of Human Behavior, Human Skill Development, or Basic Human Care Needs.*

**KIND OF WORK:**

- Directs functions of the Call Center and supervise all call center staff.
- Ensures the DDD 1-800 Call Center is staffed continuously.
- Reviews Call Center staff work monthly and provide feedback.
- Ensures individuals entering into waiver services are logged in the Therap system and the appropriate provider is notified.
- Provides accurate information to individuals with ID, their families, and the general public regarding the wait list process and accessing the waiver.
- Supervises staff responsible for gathering initial application information to refer persons to their 310 agency (case management) or other appropriate resources.
- Tracks the number of calls received through the call center.
- Provides a monthly tally of referrals from the Call Center to the Director of Support Coordination.
- Collects Call Center indicator data for the age of person needing services, initial IQ/disability reported by caller, relationship of caller to person in need of services, and other social services agency.

- Assists in informing service providers and the general public of the procedure for facilitation of persons with ID and families utilizing the 1-800 number to make application for services through ID waivers.
- Ensures information available about how to access waiver services is continuously reviewed, edited, updated, and published on the DMH website and reflects current information by the maintenance of the Call Center brochure.
- Identifies and ensures Call Center staff participation in customer service training regarding demeanor during calls and professionally managing difficulty callers.
- Attends DD Division meetings and other meetings.
- Provides oversight to the individual/family work group and Community of Practice (CoP).
- Promotes the departments mission, initiatives, and Associate Commissioner's directives by exhibiting leadership qualities that create an environment of professionalism, credulity, trust, transparency, and support internally among all department staff and externally among all stakeholders.
- Performs other duties as assigned by the Director of Support Coordination.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of mental health systems and service delivery.
- Knowledge of eligibility criteria to enter into the DMH/ID service delivery system.
- Knowledge of human behaviors and clinical dynamics of persons with an intellectual disability.
- Knowledge of community resources.
- Knowledge of Community of Practice and how it functions in Alabama.
- Ability to establish and maintain contact with high level officials and various other public agencies.
- Ability to plan, organize, and prioritize work activities.
- Ability to supervise and evaluate the work of others.
- Ability to organize and assign work activities for staff.
- Ability to understand and interpret standards, policies, and regulations.
- Ability to communicate effectively, both verbally and in writing.

**METHOD OF SELECTION:** Applicants will be rated based on an evaluation of their education, training, and experience and should provide adequate work history identifying experiences related to duties and minimum qualifications as mentioned above. All relevant information is subject to verification. Drug screenings and security clearance will be conducted on prospective applicants being given serious consideration for employment and whose job requires direct contact with clients.

**HOW TO APPLY:** Use an official application for Professional Employment (Exempt Classification) which may be obtained from our website at [www.mh.alabama.gov](http://www.mh.alabama.gov). **Only work experience detailed on the application will be considered.** Applications should be submitted by the deadline to be considered. Announcements open until filled will remain open until a sufficient applicant pool is obtained. Applications should be submitted as soon as possible to ensure the application will be considered for the position. Copies of License/Certifications should be uploaded with your application. A copy of the academic transcript is required. Appointment of successful candidate will be conditional based on receipt of the official transcript provided by the school, college, or university.

**DEADLINE: January 14, 2022**

**EQUAL OPPORTUNITY EMPLOYER**

Click Here to Apply:  
<https://laserfiche.alabama.gov/Forms/ADMH-Job-Application>