



## Behavioral Health Call Center Internship

College to County Intern 2024 - Behavioral Health Division, Behavioral Health Call Center

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**Pay Rate:** \$24 per hour

**Job Type:** Temporary College Intern

**Duration:** Summer 2024 - 12 weeks - Starting in June

**Hours:** 20 - 40 hours a week

**Telework:** *Fully remote*

**Building Physical Location:** *Yeon, 1600 SE 190th. Portland, OR 97233*

**Does This Position Require Driving a County Vehicle? If so, please explain why and frequency:** No

*TriMet Passes are available if transportation to County facilities is required.*

*Eligibility requirements and more details found on our [College to County website](#).*

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### What Does the Behavioral Health Call Center Do?

The Multnomah County Behavioral Health Call Center (BHCC) provides essential behavioral health support to the entire community. BHCC serves as the hub for crisis services and response. Phone support available 24/7/365 from masters level clinicians. Services include, and are not limited to, crisis counseling, de-escalation, referral support, resource recommendations, and triage and dispatch of mobile crisis outreach.

The specific project will include developing a mental health awareness campaign with the purpose of increasing awareness of the BHCC and its use as a community resource. This project involves creating educational materials, and utilizing various

communication channels to raise awareness about the BHCC and to promote mental well-being in the community. Identify target audiences and develop strategies to effectively reach them. Conduct and share research on current mental health trends and resources to ensure the campaign is up-to-date and relevant. One target audience focus will be marginalized and underserved community members (e.g. people of color, people with disabilities, non-native English speakers, geographically isolated populations)

### **Internship Description & Responsibilities:**

*The BHCC Intern will:*

- *Assist in developing a mental health awareness campaign to promote the BHCC*
- *Create educational materials for community members about mental health resources*
- *Identify target audience, emphasizing the need to reach marginalized and underserved communities*
- *Conduct and share research on current mental health trends to ensure material is relevant*
- *Other projects as opportunity & interest arise*

### **Learning Outcomes:**

- **Mental Health Knowledge:** The intern will gain a deeper understanding of mental health disorders, treatment options, and available resources. This knowledge can help them provide accurate information and support to callers.
- **Call Center Operations:** The intern will gain insights into the operations of a behavioral health call center.
- **Community Resources:** The intern will become familiar with local and national resources available for individuals seeking behavioral health support. This can include mental health clinics, support groups, helplines, and online resources.
- **Professional Development:** The intern will develop professional skills such as time management, teamwork, and adaptability. They may also have the opportunity to attend trainings and workgroups related to behavioral health.



### **Education and Minimum Qualifications:**

- Candidates should have completed or enrolled in a college/university academic institution.
- Promote a culture of respect, inclusiveness, and appreciation of diverse perspectives, backgrounds, and values ([Link to Equity and Empowerment Lens](#))
- Ability to collaborate, follow directions and work independently.
- Familiarity with Google Suite (e.g., Gmail, Google Sites, Calendar, Meet, Drive, Docs, and Slides).

### **Workforce Equity:**

Our Commitment to Safety, Trust and Belonging: Multnomah County is committed to developing, nurturing and continually improving workforce equity by identifying and addressing the structural and policy barriers to equal employment opportunity faced by our employees and communities. Learn more by reading our [Workforce Equity Strategic Plan](#) and exploring our [Core Competencies](#) for all County employees.

### **Veterans' Preference:**

Under Oregon Law, qualifying veterans may apply for veterans' preference for this recruitment. Review our [veterans' preference website](#) for details about eligibility and how to apply.

For veterans qualified for Veterans' Preference: If you believe you have skills that would transfer well to this position and/or special qualifications that relate to this position, please list those skills and/or qualifications.

**Accommodation under the Americans with Disabilities Act:** We gladly provide reasonable accommodation to anyone whose specific disability prevents them from completing an application or participating in this recruitment process. Please contact the recruiter below in advance to request assistance. Individuals with hearing or speech impairments may contact the recruiter through the Telecommunications Relay Service by dialing 711.

**Application Instructions:**

Please fill out and submit an application for this position through the form also located on this [website](#).