

## Behavioral Health Call Center/Resource Assistant Internship

College to County Intern 2023 - Behavioral Health Division, Behavioral Health Call Center

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

**Job Type:** Temporary College Intern

**Duration:** Summer 2023 - 12 weeks

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

**Telework:** *Fully remote*

**Building Physical Location:** 1600 SE 190th. Portland, OR 972

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

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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 BHCC utilizes a Google site known as the Resource Assistant (RA). This site is the hub for all BHCC relevant information, including policies and procedures, resources, community contacts and instruction manuals relevant to the work done at BHCC.*

### Internship Description & Responsibilities:

*The BHCC Resource Assistant Intern will:*

- *Maintain the RA google site*
- *Collaborate with staff to identify areas needing improvement*
- *Optimize structure and search functions on the RA*

- *Verify internal and external links*
- *Identify additional applicable community resources for BH crisis needs and add to RA*
- *Other projects as opportunity & interest arise*

**Learning Outcomes:**

- Develop an understanding of community mental health resources
- Gain valuable experience in maintaining and organizing a database
- Connect with individuals and systems who are dedicated to serving community members who experience BH crisis

**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.

**COVID-19 Vaccination Requirement:** To protect the health of the community and employees, Multnomah County requires employees to be

fully vaccinated against COVID-19 or have an approved medical or religious exception as a qualification of employment.

The rule applies to all employees, as allowable by law. Candidates who receive an offer of County employment must provide proof of vaccination upon hire or submit an exception request prior to their start date.

**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](#). The deadline for submitting an online application is April 2, 2023.