



The Family Center (TFC) is a nonprofit providing behavioral and mental health services, as well as social and legal services, to families affected by illness, crisis and loss. The Family Center has pioneered programming design and research to address the myriad of issues that challenge vulnerable New Yorkers and their families. Please visit our website at www.thefamilycenter.org to learn more.

TFC is seeking a **full-time Behavioral Health Intake and Outreach Supervisor**. The Intake and Outreach Supervisor provides supervision to a team of Behavioral Health Intake Specialists who conduct phone and in-person intakes for caregivers, families, adults and children seeking treatment for a wide range of emotional and behavioral health conditions. In addition, the Intake and Outreach supervisor provides supervision to the Outreach Specialists, who are responsible for developing and implementing outreach strategies aimed at all agency programs. The Behavioral Health Intake and Outreach Supervisor reports is part of the agency's Behavioral Health and Support Services Department and reports to the Assistant Director for Behavioral Health and Support Services.

Primary Responsibilities

- Hire, train and supervise intake and outreach staff
- Ensure all care delivered by team meets all Trauma Informed Best Practice criteria
- Ensure all care implemented by team is fully integrated with care provided by agency supportive service teams and services of collaborating agencies and facilities
- Provide coverage to intake phone line, providing information to potential clients and referring providers about TFC services and eligibility requirements, and conducting phone screening
- Work with Outreach Specialist to develop and implement successful outreach strategies to identify and recruit people living with HIV, mental health and substance use disorders in need of TFC services
- Collaborate with Legal and Support Services managers to identify outreach priorities and strategies to meet contractual mandates
- Provide reflective supervision to all staff on a weekly basis and provide ongoing coaching and feedback that helps employee's meet their goals and develop professionally
- Ensure staff deliver Evidence-Based Models with fidelity
- Ensure timely collection of project evaluation data by staff
- Integrate trauma-informed care at multiple stages and ensure a warm hand off between intake and clinicians
- Monitor program performance data and design and implement quality improvement efforts to address performance gaps
- Ensure that all callers get timely and accurate information, including efficient connection to TFC services and/or referrals to more appropriate providers
- Meet with treatment team to discuss new cases, presenting issues, and other considerations that will impact initial case assignment and approach
- Track all phone and in-person encounters using electronic case record and other tools
- Work as part of a multidisciplinary team which includes therapists, psychiatrists, nurses, substance abuse counselors, case managers and peers
- Collaborate with team to triage new cases, presenting issues, and other factors impacting initial case assignment
- Conduct client assessments as needed
- Develop intake protocols, screens, script, data collection, and workflow
- Other duties as assigned

Required Qualifications

- Bachelor's Degree
- Detail orientation and excellent organizational and documentation skills
- Ability to work as part of a clinical team

- Supervisory experience
- Proficient computer skills including use of Google suite and Electronic Health Records
- Understanding of DSM-V mental health diagnoses and treatment approaches for adults and children
- Excellent interpersonal and engagement skills
- Ability to understand and communicate eligibility criteria and priorities which may change over time and to manage complex assessment protocols to meet various mandates

Desired Qualifications

- Master Degree in Social Work or related field

Location: This position is eligible for hybrid work. Our office is located at 493 Nostrand Avenue, Brooklyn, NY, which is conveniently located steps away from several public transportation options.

Starting Pay Range: \$70,000.00-\$75,000.00 per year

Schedule: Full-time, exempt. Some weekend and/or evening hours may required

Employee Benefits: The Family Center offers a highly competitive benefits package, which includes medical, dental and vision insurance, Long-Term Disability insurance, a 403(b) retirement plan, a pension plan, a Flexible Spending Account (FSA), Life Insurance, commuter benefits, a tuition reimbursement program, paid federal holidays, summer Fridays and other early leave days throughout the year, a generous vacation policy, and extensive professional training and development opportunities.

The Family Center is a registered 501(c)(3) nonprofit, and is an eligible employer for the Public Service Loan Forgiveness Program.

At The Family Center, we are dedicated to creating a positive work environment for our team. We value relationship-building and collaboration within and across its departments. We also greatly value and appreciate our team members, their well-being and work-life integration. We strive to create a workplace where staff feel supported and receive ongoing coaching, training and opportunities for growth. The Family Center is also committed to diversity, equity and inclusion (DEI) and has a DEI program that all team members have the opportunity to participate in and contribute to.

How to Apply

Please email a resume and cover letter indicating your salary requirements to jobs@thefamilycenter.org with the subject line "Intake and Outreach Supervisor." The Family Center greatly appreciates the time and effort that candidates put into their applications, and carefully reviews each one. Due to a high volume of applicants, however, the Family Center is only able to contact those candidates that are selected for further consideration.

Equal Opportunity

The Family Center is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.