



**Mental Health Specialist**  
**Healthcare staff can work anywhere....The BEST work with**  
**US!**  
**Salary: 68K-75K**  
**3PM-11PM Sunday-Thursday**

\*\*Please note this position is fully in person at our Rockland County, Blauvelt location. It is not remote eligible\*\*

A nationally recognized comprehensive Health and Human Services Agency, with over 60 programs across New York City and greater New York Area. Samaritan Daytop Village, serves over 33,000 New Yorkers annually within your neighborhoods and communities so our success depends on those we employ.

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## The Role

We are seeking a compassionate and experienced **Mental Health Specialist** to join our dynamic Behavioral Health Call Center team. The ideal candidate will provide emotional support, crisis intervention, and care coordination to individuals seeking assistance with behavioral health challenges. This role is critical in ensuring that callers receive timely, empathetic, and effective support, contributing to their overall well-being. This work is carried out in support of the mission and goals of Samaritan Daytop Village.

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## What You Will Do

Under general direction, the Mental Health Specialist will provide emotional support, crisis intervention, and care coordination to individuals seeking assistance with behavioral health challenges.

This role is critical in ensuring that callers receive timely, empathetic, and effective support, contributing to their overall well-being.

**Essential Functions:**

- Answer inbound calls and provide empathetic support to individuals experiencing behavioral health challenges.
- Conduct initial screenings and risk assessments to determine callers' needs, including suicidal ideation, substance use, or other crises.
- De-escalate crisis situations and provide safety planning when necessary.
- Connect callers with appropriate community resources, mental health services, and behavioral health programs.
- Provide referrals to therapists, support groups, and crisis intervention services.
- Follow up to ensure continuity of care and effective service utilization.
- Maintain accurate and confidential records of all interactions in compliance with organizational and legal standards.
- Adhere to HIPAA regulations and ethical guidelines in all aspects of service delivery.
- Educate callers on coping strategies, mental health literacy, and available community support.
- Advocate for clients' needs to ensure equitable access to services.

**Preferred Education, license/certification, Experience, and/or Skills:**

NYS LMSW/ LMHC or NYS limited Permit eligible.

- Experience working in call centers or telehealth settings is a plus.
- Knowledge of techniques for identifying and preventing potentially violent behavior, including crisis management techniques.
- Ability to develop, evaluate, implement, and modify a clinical treatment intervention to meet the needs of individual participants.
- Competency in written, interpersonal, verbal, and computational skills to present and document records following program standards.
- Knowledgeable about federal, state, and local laws and regulations governing substance abuse treatment programs.