

Sample State Telemental Health Network Coordinator Position Description

Position Description: The State Telemental Health Network Coordinator is responsible for day-to-day coordination and operational management of the state telemental health network supporting children's advocacy centers (CACs) and their clients across the state. This includes facilitating connections and interactions between participating CACs, participating therapists, and client families referred by the CACs. The State Telemental Health Network Coordinator, under the direction of the State Chapter Director, also assesses the need for specialized training of network providers and victim advocates (or others responsible for making referrals) at participating CACs, and makes arrangements to secure training as needed.

Specific Duties:

- Provide staff support to the State Telemental Health Network Steering Committee.
- Design forms and documents necessary to operate and manage the State Telemental Health Network
- Assess the training needs of victim advocates (or others responsible for making referrals at participating CACs) related to the operation of the state telemental health network including client engagement, referral processes, and local support of remote network therapists.
- Arrange and/or deliver training to victim advocates (or others responsible for making referrals) as determined by the on-going assessment of training needs.
- Lead efforts to recruit and retain highly qualified therapists to participate in the State Telemental Health Network including development of strategies to identify or build lists of potential candidates, development of recruitment materials such as social media content, brochures, and other marketing materials, and outreach to potential network therapist candidates.
- Serve as point of contact for therapists interested in learning more about network participation.
- Coordinate the network therapist selection process to select therapists to join the network.
- Orient new therapists joining the network.
- Assess the training needs of new and existing network therapists, provide training as needed on network processes, and arrange training on topics identified in the training needs assessment such as remote client engagement, selected evidence-based therapies, remote assessment and use of measures, remote therapy delivery, etc.
- In cooperation with State Chapter Director and Network Steering Committee, designs, manages, and adjusts, as needed, the processes associated with client identification, referral, linkages between referring CAC, network therapist, and clients and/or client family.
- Troubleshoots issues with referrals, client/therapist linkages, and communication and feedback processes, as needed.

- Designs and leads efforts to build a true mutually supportive network among and between network therapists and CACs.
- Develop and understand common payment models and procedures for mental health provider reimbursement in the state.
- Work with evaluator to design and manage the data collection of any evaluation or periodic data collection from network therapists and/or participating CACs.
- Represent the State Chapter on matters related to mental health, as directed by Chapter leadership.

Qualifications: While an advanced degree in a mental health-related discipline and/or experience as a mental health therapist is desirable, it is not required. What is required are strong organizational and analytical skills, ability to solve problems in a complex environment, strong interpersonal skills that can be exercised in a statewide environment with frequent telephone, teleconferencing, and email communication. A successful candidate must be able to operate independently and in a self-regulated timely manner. If not an expert in trauma mental health, the State Telemental Health Network Coordinator must be able and willing to become familiar with the requirements of high-quality trauma mental health delivery and the adaptations necessary for remote delivery via teleconferencing platforms. A successful candidate must be generally familiar, or willing to learn, about the common cultures in the state and issues unique to the state such as the complexities of serving tribal members on and off tribal land. Knowledge and experience of the technological side of video conferencing is a plus.