



# Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' St. Garapan, Saipan, MP 96950



## HUMAN RESOURCES

### EXAMINATION ANNOUNCEMENT NO. 24-064

POSITION:	<b>Behavioral Health Specialist I</b>	OPENING DATE:	<b><u>03/20/2024</u></b>
NO. OF VACANCIES:	<b>1</b>	CLOSING DATE:	<b><u>04/04/2024</u></b>
SALARY:	<b>\$35,682.40 - \$37,467.04 P/A</b>		
PAY LEVEL:	<b>06/01 – 06/02</b>		
	<i>The salary given will be determined by the qualifications of the appointee.</i>		
LOCATION:	Community Guidance Center, Tinian Health Center Commonwealth Healthcare Corporation, Tinian		

#### NATURE OF WORK

Under the direct supervision of the Community Guidance Center (CGC) 988 Suicide and Crisis Lifeline Program Manager, this position involves entry level work to plan and implement strategies and interventions to address the prevention of substance use, misuse and overdose, promotion of mental wellness, and provide crisis response and support, intensive and individualized care coordination for consumers/clients with identified mental health and life needs.

#### DUTIES:

- Maintain a caseload of consumers/clients.
- Coordinate and conduct information dissemination, education, and community-based process activities to address the prevention of substance use, misuse and overdose, and promotion of mental wellness for program staff, consumers, stakeholders, partner agencies, and community members.
- Responsible for ensuring all required consumer/client, training and outreach participant data are collected and entered onto the local and/or federal database system.
- Participate in the development, planning, and implementation of behavioral health interventions, process, policies and procedures.
- Contact consumers/clients within 48 hours after enrollment to set up initial visit to introduce self and supports available.
- Schedule and attend program-required visits with assigned consumers/clients and/or families, facilitate monthly team meetings to discuss treatment planning, and maintain a minimum of weekly phone contact with clients and service providers, as needed.
- Maintain and keep updated with behavioral health interventions, process, policies and procedures.
- Work with the behavioral health team, Program Manager, and therapist to utilize reports and data collected to continuously improve the care provided to consumers/clients and/or families.
- Advocate for consumers/clients across a variety of settings, including home, educational, court, and community settings, as needed.
- Seek community resources with the assistance of the team.
- Provide or arrange transportation for consumers/clients to appointments, including assisting with identifying natural supports and sustainable transportation plans, etc., if needed.
- Provide regular updates to the assigned Clinical/Team Lead and complete all necessary paperwork (i.e., Plans of Care, Referrals, Progress Notes, Consent Forms, Evaluation Forms, etc.).
- Maintain accurate and updated information of consumers/clients (i.e., demographic, contact information, and other data collected).
- Collaborate with other necessary individuals the consumer/client and family may have contact with.
- Attend required administrative and clinical in-service, online, and off-island trainings; staff meetings; and clinical

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consultations based on clinical supervision plans.

- Coordinate and facilitate behavioral health trainings for program staff, consumers, stakeholders, partner agencies, and community members.
- Attend bi-weekly Manager/Behavioral Specialists/Clinical Supervisor meetings.
- Assist with coverage for behavioral health specialists out of the office as needed or directed.
- Responds to incoming calls on crisis line, assist callers, and navigates appropriate services including triaging and referrals.
- Provides intervention and/or brief coping skills to individuals in crisis who contact 988 via phone, text, and online chat.
- Requests and connects callers with Mobile Response Team (MRT) for intervention and/or assistance as needed.
- Engages with or connects MRT , 911 or other first responders to assist clients at imminent risk to themselves or others and reports case immediately to the Crisis Lead.
- Provides mental health information and referrals as requested using approved mechanisms inclusive of the database system.
- Intervenes to help suicidal individuals using the least invasive form of intervention possible to ensure safety of client and staff.
- Works collaboratively with individuals in crisis and respects their right to be involved in their care and other related decisions.
- Develops and implements crisis related safety plans when appropriate.
- Documents and maintains accurate, thorough records of all telephone interventions transacted during the work shift.
- Participates and provides feedback during routine debriefing sessions.
- Ensures follow up with callers when necessary or directed.
- Monitors all calls for possible suicide risk, sexual assault, frequent callers, and line abusers.
- Performs other related duties as assigned.

### **QUALIFICATION REQUIREMENTS:**

**Education:** Bachelor's Degree from an accredited college or university in psychology, human services, or other social sciences related field.

**Experience:** Up to one (1) year experience in working, internship, or volunteer work in behavioral health or related field.

### **KNOWLEDGE/SKILL/ABILITY:**

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Administrative — Knowledge of administrative and office procedures and systems such as word processing, managing files and records, designing forms, and workplace terminology.
- Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Writing — Communicating effectively in writing as appropriate for the needs of the audience.
- Reading Comprehension — Understanding written sentences and paragraphs in work-related documents.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Speaking — Talking to others to convey information effectively.
- Coordination — Adjusting actions in relation to others' actions.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

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- Written Comprehension — The ability to read and understand information and ideas presented in writing.
- Written Expression — The ability to communicate information and ideas in writing so others will understand.
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

**CONDITIONAL REQUIREMENTS:**

Employment is contingent upon successful clearing of pre-employment health screening and drug screening in accordance with CHCC policy.

**OTHERS:**

This position is a Full-Time employment status and requires at least 40 hours per week. This position is “**Non-Exempt**” or is eligible to receive overtime compensation pursuant to the Fair Labor Standards Act (FLSA) of 1938 Federal Law. Regular operating hours of the Commonwealth Healthcare Corporation will be Monday to Friday from 7:30am to 4:30pm. This work schedule however is subject to change with or without notice based on the Employer’s business requirement and/or by the demands of the employee’s job. This position is paid on a bi-weekly basis (2-week period). CHCC adheres to all applicable deductions such as C.N.M.I. Tax, Federal Tax, Medicare and Social Security; *subject to funding availability through federal funds awarded to the CNMI 988 Program – Community Guidance Center not to exceed 09/29/2024.*

***Note(s):***

- *Three-fourths 20 CFR 655, Subpart E: “Workers will be offered employment for a total number of work hours equal to at least three fourths of the workdays of the total period that begins with the first workday after the arrival of the worker at the place of employment or the advertised contractual first date of need, whichever is later, and ends on the expiration date specified in the work contract or in its extensions, if any.”*
- *Employer-Provided Items 655.423(k): Requires Employer provide to the worker, without charge or deposit charge, all tools, supplies and equipment required to perform the duties assigned.*

**INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:**

Office of Human Resources  
 Commonwealth Healthcare Corporation  
 1178 Hinemlu’ St., Garapan, Saipan, MP, 96950  
 Operation Hours: Monday Through Friday 7:30 AM – 4:30 PM and CLOSED on weekends/holidays.  
*Employment Application Forms will be available 24/7 at the employer’s hospital facility’s Main Cashier Office (entrance/exit point for all)*  
 E-mail: [apply@chcc.health](mailto:apply@chcc.health)  
 Direct Line: (670) 234-8951ext. 3416/3410/3427/3583  
 Trunk Line: (670) 234-8950  
 Fax Line: (670) 233-8756  
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***Note:*** *Education and training claimed in Employment Application must be substantiated by diploma, certificate or license. Failure to provide complete application form or the required documents will result in automatic disqualification.*

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