**DACCO Behavioral Health**

**Clinical Supervisor- Patient Engagement Call Center- Tampa, FL**

This is an exciting opportunity to work with agency partners and the Executive Team to design, implement, and maintain a first response call center aimed at expanding community access to patient-centered behavioral healthcare. As the Clinical Supervisor, you will provide direct supervision, clinical assistance, and guidance to a clinical team responding to behavioral health inquiries and crisis. Your key responsibilities include:

* Assisting the Executive team to design and implement the call center, ensuring appropriate measures for patient-centered care
* Direct daily operations and serve as primary contact for community patient engagement
* Oversee the hiring, onboarding, and training of the call center staff
* Ensure continued training, evaluations, and development of call center staff
* With HR support, resolve team conflicts and performance/disciplinary concerns
* Coordinate call center staff schedules to ensure 24-hour coverage
* Monitor and report on metrics to include call times, abandonment rates, and hold times
* Assist with responding to web-based and telephonic crisis intervention, triage, appointment coordination, referrals, and determination of appropriate courses of action, as needed

This is a full-time opportunity, with varying schedule to support operations of 24-hour call center.

**Qualifications:**

* Bachelor's Degree in a Human Services field
* 2+ years of experience in the Behavioral Health field
* 1+ years of supervisory experience
* Ability to demonstrate patience and remain calm in stressful and high-intensity situations
* Ability to rely on experience, knowledge, and judgment to provide services with limited supervision or direction
* Ability to meet quality standards, attention to detail, time management, and organizational skills
* (M)CAP certification, a plus
* Bilingual-Spanish preferred

**Benefits:**

* 18 days of paid time-off (PTO) annually
* Up to 10 paid holidays annually
* Retirement plans with company match
* Health, dental, and vision insurances
* Flexible spending accounts
* Automatic short and long-term disability coverage
* Incidental insurance coverage options
* Assistance with certifications and licensure, to include free licensure supervision
* Mileage Reimbursement

**For more information and to apply, please visit our website at:** [**https://www.dacco.org/careers**](https://www.dacco.org/careers)