regionten

innovative services for mental health, developmental disabilities and substance use disorders

a better life, a better community

POSITION TITLE: ESSTS Case Coordinator

CENTER:	Emergency and Short-Term Stabilization Services		**DEPARTMENT:**	ESSTS programs	
LOCATION:	500 Old Lynchburg Road				
FSLA STATUS:	Non-Exempt		**INCLEMENT STATUS:**	Essential	
GRADE:	9	**SCHEDULE:**	FT	**GROUP:**	30
JOB REQUIREMENTS	☒ Annual TB ☒ Driving Consumers				

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent assists in fulfilling the duties involved with the provision of the continuum of crisis services within the Center. In fulfilling position duties, the incumbent at times may find him/herself the only staff member on site, therefore a high level of professionalism and excellent attendance is necessary.

The incumbent reports to the Director of Crisis Services and duties require proceeding alone under standard practices with referral of questionable situations to the supervisor or other staff as identified. Standard practices allow for the independent accomplishment of recurring tasks and use of own initiative for prioritizing the work schedule. In carrying out position duties, he/she performs in accordance with applicable professional ethics and established Region Ten policies.

MAJOR DUTIES:

The essential functions of this job are starred below (*) under “Major duties.”

1. *Providing case management and supportive services to individuals being served by the crisis services programs.
2. *Assists in providing crisis intervention to individuals, including identifying protective factors and drafting safety plans.
3. *Assists with bed searches for individuals needing hospitalization, including faxing and transmitting all required documentation for admission determination.
4. *Provides phone triage to assure consumer calls are being addressed in a prioritized way. May provide support and problem solving with consumer as first point of intervention.
5. *Researches previous documentation and relates information to Center staff.
6. *Liaison and consult with stakeholders regarding ongoing cases of individuals engaged with the civil commitment process, including law enforcement officers and hospital staff.
7. *Liaison with other Region Ten staff and community-based providers.
8. Assists with obtaining needed authorizations for services.
9. Updates consumer record with insurance, address, contact information.
10. *Provides required contacts and receives information for all entities related to the provision of ESSTS, to include but not limited to local magistrate, doctors, hospital admission units, local law enforcement, on-call staff, etc.
11. *Provides consultation with other stakeholders and community members regarding the civil commitment process, including Emergency Custody Orders (ECO) and TDOs.
12. *Data collection and entry to maintain statistics related to grants and other projects.
13. * Documentation in EHR of activities as they relate to individual consumers.
14. Provides general office coverage to include scanning and photocopying.
15. Exhibits a high level of professionalism when dealing with consumers, families, co-workers, and all community partners and service providers.
16. Other duties as directed by supervisor.

QUALIFICATIONS:

EDUCATION:

- Bachelor’s degree in a human services program is preferred.

EXPERIENCE:

- Experience working with individuals with behavioral health needs for at least two years is preferred.

regionten

innovative services for mental health, developmental disabilities and substance use disorders

a better life, a better community

CERTIFICATION/LICENSE:

- The incumbent in this position must possess QMHP status **OR**
- Must meet Virginia qualifications as a Qualified Mental Health Professional in Training (QMHP-T) and must register with the board within 6 months of hire (required).
- A valid Virginia Driver's license as issued by the Division of Motor Vehicles is required.
- A certificate of valid personal automobile insurance must be provided.

KSAS

Knowledge of: Electronic Heath Record; internet skills; standard office practices and procedures; use of equipment to include telephone, copier, fax, calculator and keyboard; standard business English; spelling; community resources; problem solving skills; statewide public mental health system; resources and treatment options available for the various populations in this community; general principles of record keeping; intellectual and developmental disabilities, mental health diagnoses, alcohol/substance abuse issues, and behavioral health crises; and confidentiality as it relates to crisis situations. Incumbent will deal with civil commitment procedures including Emergency Custody Orders (ECO) and Temporary Detention Orders (TDO), transportation options, voluntary and involuntary hospitalizations, including different criteria for children, adults and geriatrics; statutes related to emergency services. Knowledge of relevant statutes and issues is preferred.

Skills in: Typing; gathering, inputting, and organizing data; professional level of communication with a diverse range of people; public relations; crisis intervention theory techniques over phone; providing emergency consultation in a professional manner to clients, family members, police, sheriffs, magistrates, judges, courts, admission staff, doctors, hospitals and other community agencies; and report writing.

Abilities to: establish positive care-giving relationships with seriously mentally ill individuals; communicate effectively with all staff, consumers, and stakeholders/community partner agencies; complete paperwork and required documentation; work cooperatively as a team member with other care providers

POSITION ORGANIZATION CHART:

Director III

|

Case Coordinator

I have reviewed this job description and acknowledge the duties as well as the included KSA (knowledge, skills, abilities). I also understand the performance standards as they apply to this position.

_____ _____ _____

Signature Name Printed Date

Position Description updated: October 23, 2026

Template Language: English