



WEBSITE

voiceandvisioninc.org



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WE ARE HIRING!

Coordinator for Member /Family Satisfaction Services

We are seeking a motivated and highly personable individual who will manage the operations of the Voice and Vision, Inc. Delaware County Member/ Family Satisfaction Team (M/FST). This will include oversight of data gathering projects, training and supervision of the M/FST interview staff, accountability for database management and integrity, representation at various County behavioral health committees, and presentation of results to quality managers and stakeholders.

QUALIFICATIONS INCLUDE:

- Personal experience using behavioral health services (mental health and/or drug and alcohol) in Delaware County for self or a family member
 - Minimum High School Diploma; Associate's or Bachelor's Degree Preferred
 - Demonstrated professional demeanor, with excellent interpersonal and communication skills
 - Intermediate skills in Microsoft Office, particularly Excel and Word
 - Knowledgeable of behavioral health services, Delaware County providers, and supports as well as recovery, resiliency and person/family-centered principles
 - Strong skills in organization, planning, and supervision of projects, with attention to detail
 - Demonstrated ability to manage multiple tasks independently and in collaboration with team and meet deadlines, exercise sound judgment and problem solving
 - Background in data gathering, statistics, and analysis is preferred
 - Previous supervisory or program management experience a plus
 - Driver's license, a car with current registration and insurance – required
- 30-35 hours per week plus benefits. Will include some evening and weekend hours.

For more information or to request an application,
please contact Daniele at 610-359-8800 or Danieleb@voiceandvisioninc.org

The company is an Equal Opportunity Employer. M/F/D/V encouraged to apply.

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