



Human Resources P.O. Box 1118 Okmulgee, OK 74447

POSITION: 988 Warmline Operator-(BHS)-Council Oak
VACANCY ANNOUNCEMENT: CN-23-257

STARTING SALARY: Negotiable
CLOSING DATE: Open Until Filled

The Muscogee (Creek) Nation Department of Health (MCNDH) provides comprehensive health care services to Native Americans living within the Muscogee (Creek) Nation. MCNDH is an integrated system of six health centers, an Express Care Clinic, three hospitals, a physical rehabilitation center and nine comprehensive community health programs Offering services across the lifespan including pediatrics, family medicine, nursing, dental, laboratory, radiology, pharmacy, behavioral health, emergency medical, audiology, nutrition, physical therapy and optometry.

DESCRIPTION OF ASSIGNMENT: The purpose of the position is to answer the MCN 988 mental health phone lines forwarded from the State's 988 call center. The Case Managers/988 Warmline Operator will ensure a holistic, whole-person approach to providing patient support, assessment, referrals, encouragement, and resource links. This position is located at the Council Oak Comprehensive Healthcare in Tulsa, OK.

REQUIREMENTS: Candidates must meet the following requirements:

A Bachelor's Degree is preferred. A minimum of one (1) relevant work experience. ODMHSAS Case Manager Certification or eligibility for certification is recommended (CM certification is required for Level II status.) Must possess a valid Oklahoma Driver's license and be insurable. **It is the policy of MCNDH for all employees to comply with the COVID-19 vaccination program.**

EVALUATION METHODS: Applicants who meet the requirements described above will be evaluated to determine the extent to which they possess or have the potential to acquire knowledge, skills, abilities and personal characteristics, (KSAP's) required of this position. Applicants should address the following KSAP's on a separate attachment to their application.

1. Knowledge of social services programs and available community resources.
 2. Skills in interpersonal and human relations, including teaming and collaboration abilities.
 3. Skill in crisis intervention.
 4. Good verbal communication skills.
 5. Ability to work as a team member with other staff to achieve the goals and objectives of the program.
 6. Ability to follow BHS guidelines, IHS guidelines and established Policies and Procedures.
 7. Ability to utilize a personal computer and its applications in a Windows environment.
 8. Ability to exercise sound independent judgment establishing work priorities.
 9. Ability to meet assignment deadlines and interpret established policies and procedures.
 10. Ability to maintain strict consumer confidentiality at all times.
 11. Ability to maintain a confident, professional demeanor.
 12. Basic understanding of Integrated Care, Substance Use and Suicide
 13. Ability to work in an interdisciplinary setting.
 14. Ability to assess and determine a patient's needs.
 15. Willingness to learn and navigate MCN Health System, being a main point of contact for shared patients and families with the ability to confidently answer questions for patients and families.
 16. Other Case Management/Coordinator duties that may be assigned.
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APPLICATION PROCEDURES: Apply online at [Department of Health Application](#). (Current employees must use a transfer request form available on the intranet home page under forms). The KSAP's as outlined in the Evaluation Methods section should be addressed but are not required. For further information, call Tracy Watters at [\(918\) 762-0307](tel:9187620307). The Department of Health is an Equal Opportunity Employer; however, Indian Preference will be applied in the case of equally qualified applicants.

Staffing Coordinator

Date