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**TENNESSEE COMMUNITY SERVICES AGENCY
POSITION ANNOUNCEMENT**

Announcement Date: March 2, 2023
Deadline to Apply: Open until positions filled
Position Title: Program Specialist / Mental Health Advocate for TennCare Advocacy Call Center
Department: TennCare Advocacy Call Center
Status: Full-Time, Non-exempt
Salary: Commensurate with education and experience
Location: Jackson Office <i>*work from home may be available after successful completion of training which is conducted at the Jackson, TN office.</i>

JOB DESCRIPTION

- Provide assistance to TennCare applicants and members with mental illness and/or alcohol or drug dependencies regarding TennCare eligibility, TennCare covered services, application processes, eligibility categories and requirements, program policies and procedures, appeals rights and procedures and advocacy services.
- Provide customer service, conflict resolution and conflict de-escalation.
- Establish and maintain an excellent working relationship with the TennCare Bureau, as well as, TennCare providers, managed care contractors, and/or other State agencies.

MINIMUM QUALIFICATIONS

- Bachelor's degree in social services or related mental health field.
- One to two years of work related experience.
- Must be able demonstrate effective communication skills while interacting with others.
- Excellent organizational, verbal, written and computer skills.
- Previous call center and/or customer service experience.
- Must authorize the release of any investigative and criminal records obtained by the Federal Bureau of Investigation and the Tennessee Bureau of Investigation to the Tennessee Community Services Agency.

Tennessee Community Services Agency is an equal opportunity employer. Applicants are considered for all positions without regard to political affiliation, religion, gender, age, race, color, national origin, sexual orientation, disability, marital or veteran status, the presence of a non-job-related medical condition or disability, or other status protected under local, state or federal laws.