



Job Posting: Provider Engagement & Database Specialist at MHA of Greater Houston

Overview

In response to the urgent and escalating need within our community for accessible mental health services, Mental Health America of Greater Houston is introducing Behavioral Health Navigation Services, a multi-tiered program to increase individuals' and families' access to mental health services and supports and improve quality of life through accessible online resources, live referrals, and navigation services.

The Provider Engagement & Database Specialist will be responsible for maintaining the system that stores and organizes provider data, and for the outreach, recruitment, and continued engagement with the provider referral network for Behavioral Health Navigation Services, a multi-tiered program to increase individuals' and families' access to mental health services and supports and improve their quality of life through accessible online resources, live referrals, and navigation services.

Description of Position Duties and Responsibilities

Provider Engagement

- Develop and implement an outreach plan to recruit community providers to participate in the Behavioral Health Navigation Services network; plan to include measurable outcomes and objectives.
- Act as the point of contact for the program to the provider network to answer questions, maintain positive relationships, and build new relationships.
- Develop positive working relationships with a host of community partners and providers to build awareness of Behavioral Health Navigation Services and increase its impact across greater Houston.
- Attend public gatherings, such as health and resource fairs to connect with eligible providers who may benefit from participation in Behavioral Health Navigation Services.

Database Development

- Research, develop and regularly review the inclusion/exclusion criteria of the resource database.
- Obtain initial information through community outreach, website application and other methods, on provider organizations that may meet resource database inclusion criteria to ensure the database continues to meet community needs.
- Establish contact with and obtain detailed information about the programs and services provided by provider organizations.

Database Maintenance

- Conduct frequent updates of all records within the resource database using a variety of methods. Prioritize records for special attention based on their importance to vulnerable people and the number of referrals and web visits generated.



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- Enter new and revised resource database information in compliance with an internal style guide, then review, edit, and proof information to ensure clarity, concision and accuracy.
- Index according to classification system rules for internal consistency and hierarchical levels.
- Establish mechanisms for gathering information about interim changes throughout the year.
- Adjust quickly and responsibly to disaster situations.

Technology and Data Dissemination

- Collaborate with vendors, users, stakeholders, and other information and referral programs to optimize the internal maintenance and external searchability of the resource database across the Internet and other systems.
- Engage in projects that establish and disseminate print and online database portals to facilitate options that further the access to information, and to ensure those options are maintained.

Quality Assurance

- Review and evaluate database records for adherence to the style guide and inclusion/exclusion criteria, appropriate application of the classification system indexing, completeness of data elements including additions and updates, and overall accuracy.

Reporting and Analysis

- Organize, extract, and analyze information from the database for reporting purposes (e.g. community needs, agency referrals, metadata, mapping of services). This role often involves being the liaison with programmers.
- Prepare and review reports to determine the impact of the database, specialized publications, directories, guides, etc.

Training and User Support

- Train and support staff to accurately retrieve information from the database.
- Train and support staff from provider organizations to effectively submit new information and to update existing information on their agency profiles.

Professional Issues, Ethics and Development

- Practice their profession in a manner consistent with the InformUSA Ethical Principles for Professionals.
- Engage in professional development activities to continuously improve knowledge and skills, and therefore the quality of the service.
- Maintain a high level of self-awareness and effectively manage priorities and respond to personal needs through self-care and mutual support.

General

- Other duties needed to help drive to our Vision, fulfill our Mission, and abide by our Organization's Values.



Qualifications for Position

Minimum requirements for this position include a Bachelor's degree, preferably in Social Work, Psychology, Sociology, or a related field; knowledge of mental health, substance use, and other community resources. Current Community Resource Specialist - Database Curator (CRS - DC) Certification through InformUSA, or attained within the first 18 months in position.

This position requires high volume proactive outreaching with excellent communication and networking skills and will require flexibility in responsibilities as the program is implemented.

Skills and Knowledge

- Exceptional interpersonal and networking skills; ability to build trusted relationships and strong collaborations across the organization and externally
- Intermediate skill in Excel data organization and analysis; growth of technical proficiency with the software used to maintain the database
- Understanding and knowledge about the behavioral health delivery system
- Capable of independently managing time and the tasks associated with a fast-paced environment
- Experience successfully working in a position requiring independent judgment including effective task management that requires a high level of attention to detail, prioritization, effective communication, and critical thinking.
- Superior written and verbal communication skills
- Strong time-management abilities and prioritization skills; experience and ability to support multiple administrative needs in a timely manner
- Impeccable work ethic and professional judgment
- A passion for detail and for "getting it right"

Travel

Travel is primarily local during the business day, approximately 40% of time.

Hours per day or week

This is a full-time hybrid position. The frequency, pattern, and choice of days for hybrid work schedules may vary based on the role and responsibility of the position. Office hours are Monday through Friday, 8:30 a.m. to 5 p.m.; some flexibility may be needed to accommodate morning, evening, or occasional Saturday activities.

Submit cover letter and resume to careers@mhahouston.org. Include **"Provider Engagement & Database Specialist"** in Subject Line.

Candidates are encouraged to visit our website at mhahouston.org to learn more about our organization.



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MHA of Greater Houston is an equal opportunity employer celebrating diversity representing a variety of backgrounds, perspectives, and skills. We are committed to creating an equitable and inclusive environment for all employees. Employment is decided based on qualifications, merit, and business need.