Job Title: BEHAVIORAL HEALTH CARE COORDINATOR

Department(s): Behavioral Health

Position Summary: Works within Integrated Behavioral Health program to bridge communication among NHS medical providers, outside professionals, and in-house behavioral health providers. Keeps patients engaged in their care; provides same-day care for patients in need who originally come in for medical appointments by reviewing skills, care plans, and/or connecting to resources.

Supervision Received: Erin Gillen, Behavioral Health Therapist/Program Lead

Supervision Exercised: None

Hours/Week: 24 □ Full-Time ☒ Part-Time □ Exempt ☒ Non-Exempt

FLSA Definition: ☒ Essential Functions:

- Receives “warm hand-offs” for patients with behavioral health needs presenting for a medical appointment. Reviews skills, connects to resources, educates patients on Mental illness/Chemical Dependency disorders and treatment, and discusses care plans, as appropriate.
- Supports psychotropic medication management prescribed by Provider, focusing on treatment adherence, attention to side effects, and effectiveness of treatment
- Calls patients who miss behavioral health appointments to check in and address any barriers. Follows up by phone or letter with at-risk patients to help keep them connected to resources
- Shares communication between NHS providers and outside providers to facilitate and improve continuity of care. Makes referrals to outside providers as appropriate. Calls patients who have been referred to behavioral health resources to schedule appointments and to improve follow-up.
- Documents patient care and patient communications in the electronic medical record
- Creates and develops relationships with community providers to promote availability of affordable behavioral health resources not provided by NHS
- Maintains up-to-date information in a statewide Mental Health/Substance Use Disorder database for incoming referrals.

Core Requirements:

- Works collaboratively and respectfully with staff and others—individually and as part of a team—to achieve optimal efficiency, outcomes and morale
- Interacts in a culturally competent manner with individuals and groups from diverse backgrounds, including but not limited to: socio-economics, race and ethnicity, nationality and religion, both in-clinic and in the community
- Maintains excellent and punctual attendance
- Attends and actively participates in staff and departmental meetings
• Attends agency functions and meetings as relevant or required
• Works at any or all NHS clinics, as needed
• Uses computer daily including e-mail, word documents, spreadsheets, patient management system, electronic health record, and patient portal, as needed to carry out essential job functions
• Maintains any required licensure/certification
• Demonstrates commitment to agency mission and goals
• Abides by corporate compliance program, HIPAA regulations and other agency policies and procedures
• Participates daily in pre-visit planning and huddles (RN, Provider, Medical Assistant, Front Desk)
• Utilizes Patient Portal to access patient information and communicate with patients, as relevant
• Plans, organizes, and multitasks
• Speaks, understands, reads and writes English sufficiently to carry out all essential duties
• Performs other duties as assigned

QUALIFICATIONS:
• Bachelor’s degree in one of the behavioral sciences or related fields including but not limited to social work and psychology from an accredited college or university
• At least 2,000 hours of supervised experience in the delivery of services to persons with mental illness
• Experience in a primary care setting preferred
• Team care model experience, patient-centered care philosophy, experience in providing care in multicultural practice setting preferred
• Proficient in use of computer hardware and software to document clinical care, and in use of Microsoft office applications
• Knowledge of:
  o assessment, planning, implementation and care coordination in mental health
  o standards for care/treatment plan development
  o patient rights principles

Attachments
• Physical and Mental Requirements
• Work Environment