Job Title: BEHAVIORAL HEALTH COORDINATOR – 32-40 HOURS/WEEK

Department(s): Behavioral /Provider/Admin

Position Summary: Responsible for overall direction, program development and supervision of Behavioral Health (BH) services for Neighborhood HealthSource. Provides psychological assessment, diagnosis and non-pharmacological treatment to patients of all ages with a wide range of mental health conditions. Works with the Medical Director and a health care team including MDs, NPs, RNs, PAs, and MAs.

Supervision Received: NHS Medical Director

Supervision Exercised: BH staff: Therapists, BH Care Coordinator, and telepsychiatric provider liaison.
Co-supervises RN-MAT Care Coordinator.

Hours/Week: 32-40 ☒ Full-Time ☐ Part-Time ☒ Exempt ☐ Non-Exempt

• Position includes 4 hours of administrative time, and 28-36 hours of direct patient care time
• Makes suggestions to Senior Leadership regarding the development, growth, and overall vision of NHS’ Behavioral Health Department
• Assists the Director of Community Health and Fund Development in monitoring and reporting on grant-funded behavioral health activities
• Integrates SBIRT and other mental health screening and referral tools with primary care workflows
• Helps expand BH assistance with mental health aspects of chronic medical conditions
• Effectively supervises assigned employees
  o Hires, directs, coordinates, and coaches assigned therapists, BH Care Coordinator, telepsychiatric providers; co-supervises RN Care Coordinator-MAT
  o Provides regular and as, needed clinical supervision for BH therapists
  o Regularly provides constructive feedback to direct reports and conducts timely and accurate performance evaluations
  o Oversees the design of job descriptions and performance evaluation tools for all BH Staff
  o Monitors and ensures timely completion of BH Providers’ clinical documentation
  o Identifies and addresses training and development needs of direct reports, in conjunction with Medical Director
  o Aligns BH employees with organizational priorities and maintains a strong focus on their engagement and accountability
  o Provides day-to-day supervision of staff including scheduling, payroll approval, staff productivity measures and staff periodic evaluation
  o Approves BH-related vendor invoices
• Provides direct BH services (virtually and in-person) including assessment, diagnosis, psychotherapy, education, and non-pharmacological treatment to patients of all ages with a variety of behavioral health conditions:
  o Assesses and diagnoses patients utilizing specialized knowledge, skills and assessment tools
  o Provides individual and family counseling (when indicated) as part of a comprehensive treatment plan
  o Develops treatment plans
  o Contributes to meeting individual, team and organizational productivity goals
  o Identifies desired patient outcomes, evaluates and monitors patient outcomes and response to care
  o Plans, implements and conducts patient/family education, as appropriate
  o Documents patient visits and care plans in the electronic medical record and provides billing information necessary for claim submission per approved policies and procedures.
  o Communicates significant patient needs/changes in care plans to primary care provider/care team members.
  o Offers same-day services to patients making a primary care visit, assisting providers/patients with acute mental health needs outside of scheduled mental health appointments. This is consistent with current integrated behavioral health models.
  o Participates in quality improvement and quality assurance activities as requested by Medical Director/Quality Manager

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 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:**

**Required**

• Degree from an accredited school and MN state licensure to practice as a Mental Health Professional (LMFT, LICSW, LPCC, or LP)
• Minimum of four years’ experience and demonstrated competence in independent clinical practice
• Minimum of 1-2 years’ experience in supervision of licensed behavioral health therapists and other related staff
• Some background/training in substance use disorders/addiction services
• Experience providing care to clients of various ethnic backgrounds and income levels
• Experience working with vulnerable individuals, families, communities
• 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
• Skill in:
  o Diagnosing patient conditions
  o Choosing, administering, and interpreting findings from clinical evaluation and diagnostic tests
  o Risk assessment and intervention
  o Individual Based Therapy
  o Family/Group Therapy

**Preferred**

• Experience in a primary care setting
• Team care model experience, patient-centered care philosophy
• Spanish language fluency
• Project management skills

**Attachments**

• Physical and Mental Requirements
• Work Environment