



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

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- 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
 - Hires, directs, coordinates, and coaches assigned therapists, BH Care Coordinator, telepsychiatric providers; co-supervises RN Care Coordinator-MAT
 - Provides regular and as, needed clinical supervision for BH therapists
 - Regularly provides constructive feedback to direct reports and conducts timely and accurate performance evaluations
 - Oversees the design of job descriptions and performance evaluation tools for all BH Staff
 - Monitors and ensures timely completion of BH Providers' clinical documentation
 - Identifies and addresses training and development needs of direct reports, in conjunction with Medical Director
 - Aligns BH employees with organizational priorities and maintains a strong focus on their engagement and accountability
 - Provides day-to-day supervision of staff including scheduling, payroll approval, staff productivity measures and staff periodic evaluation
 - 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:
 - Assesses and diagnoses patients utilizing specialized knowledge, skills and assessment tools
 - Provides individual and family counseling (when indicated) as part of a comprehensive treatment plan
 - Develops treatment plans
 - Contributes to meeting individual, team and organizational productivity goals
 - Identifies desired patient outcomes, evaluates and monitors patient outcomes and response to care
 - Plans, implements and conducts patient/family education, as appropriate
 - Documents patient visits and care plans in the electronic medical record and provides billing information necessary for claim submission per approved policies and procedures.
 - Communicates significant patient needs/changes in care plans to primary care provider/care team members.
 - 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.
 - 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:
 - Assessment, planning, implementation and care coordination in mental health
 - Standards for care/treatment plan development
 - Patient rights principles
- Skill in:
 - Diagnosing patient conditions
 - Choosing, administering, and interpreting findings from clinical evaluation and diagnostic tests
 - Risk assessment and intervention
 - Individual Based Therapy
 - 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