

TRI-COUNTY HEALTH NETWORK



Position: High Fidelity Wraparound Facilitator
Supervisor: Care Coordination Manager
Salary Range: \$25.00 an hour, part-time up to 24 hours a week.
Location: Telluride & Ouray

JOB SUMMARY:

The purpose of your job as the High Fidelity Wraparound Facilitator is to improve health outcomes for high-risk youth and their families. The goal is to collaborate with youth and families so they have the opportunity and ability to thrive and be healthy. You will help your clients navigate different systems that they are involved in, act as the convener and bring together different people who are providing services to your clients, work with partners and family to create an integrated and streamlined plan, and ensure fidelity to the High Fidelity Wraparound process. You will be an advocate for the underserved by ensuring that the youth and families are empowered to have their voice and choice heard.

DUTIES AND RESPONSIBILITIES: *May include the following, and other duties as assigned.*

1. Facilitate High Fidelity Wraparound Care Coordination services for youth and their families:
 - a. Work with partner organizations to identify youth and families that would benefit from the High-Fidelity Wraparound process and recruit youth and families into the program.
 - b. Establish a trusting relationship with youth and their family members.
 - c. Provide youth and their chosen support people an overview of the High-Fidelity Wraparound process, resources, supports, expectations, and goals.
 - d. Assess the changing needs of the youth and communicate this information to all involved Care Coordinators, community partners, physicians, and other appropriate individuals.
 - e. Keep youth and families actively engaged in the planning and implementation of their wraparound care.
 - f. Ensure any special needs that arise for the families are met in a timely fashion.
 - g. Connect youth and families with community resources to support their health and wellbeing.
 - h. Work with youth, family members, and partner organizations to schedule High Fidelity Wraparound team meetings.
 - i. Facilitate meetings that create a safe, effective, and supportive team environment where everyone is empowered to have their voices heard and effectively meet priority needs.
 - j. Document assessments and response to care coordination interventions at the time of the encounter in the appropriate management information system.
 - k. Monitor and ensure the High-Fidelity Wraparound model is implemented with fidelity for all youth and families.
 - l. Take required training and credentialing steps to implement High Fidelity Wraparound with fidelity

2. Maintain relationships with partners throughout your community.
3. Educate staff at clinics and other partner organizations about High Fidelity Wraparound care coordination services.
4. Coordinate and perform duties of communicating the mission and role of TCHNetwork to community associations, senior groups, ethnic clubs and groups, and churches.
5. Communicate client issues to appropriate community partners.
6. Participate in staff meetings, case conferences, and in-services. Maintain familiarity with all policies and procedures that impact decisions and care.
7. Attend regional meetings, conferences, and trainings as assigned by TCHNetwork.
8. Other duties as assigned.

SKILLS AND QUALIFICATIONS:

1. Written and verbal fluency in English
2. Excellent verbal and culturally competent communication skills (in person, on the telephone, and through email correspondence)
3. Must have an aptitude for computers and working with various software and be proficient in MS Word, MS Excel
4. Willingness to work flexible hours to be responsive to your clients.
5. Valid driver's license with reliable transportation and car insurance with the ability to travel up to 90 miles to perform duties related to this position.
6. Experience advocating on behalf of underserved communities and navigating health care and social services.
7. Proficient with member tracking systems.
8. Experience with meeting facilitation.

PERSONAL ATTRIBUTES:

1. Must possess demonstrated ability to relate to individuals of varied ethnic, cultural backgrounds, ages, and economic circumstances.
2. Ability to remain non-judgmental.
3. A trusted member of the community and ability to make new and lasting connections.
4. Ability to maintain client confidentiality.
5. Ability to work in a fast-paced environment, remain calm under pressure, and be supportive of client needs.
6. Advanced time management skills and ability to work independently.
7. Strong work ethic, self-motivated, and collaborative style
8. Change agent demeanor: must be a flexible thinker, with an ability to quickly adapt to a changing environment.
9. Ability to exercise forethought, look ahead, and anticipate events.

10. Excellent critical thinking and consultative problem-solving skills
11. Ability to receive and utilize constructive feedback regarding performance and presentation.
12. Must be able to lift 50+ pounds.

PREFERRED QUALIFICATIONS:

1. A resident of the community for the past 2 years
2. Knowledge and experience working in/with clinical or social service agencies in rural communities.
3. Experience working with disadvantaged/underserved populations, especially youth with mental health needs.
4. Understanding of health equity and experience working to address social determinants of health.
5. Ability to work effectively across systems.

LOCATION:

Telluride & Ouray – San Miguel and Ouray Counties