

TRI-COUNTY HEALTH NETWORK



Position: Behavioral Health Care Coordinator
Supervisor: Care Coordination Manager
Status: Full-Time, Non-Exempt

JOB SUMMARY:

The Behavioral Health Care Coordinator (BHCC) links people in San Miguel County to available behavioral health treatment and mental wellness promotion resources. At the same time, the Coordinator advocates on behalf of clients, helps clients navigate the behavioral health system and resources, and coordinates referrals to ensure a streamlined experience for clients. When barriers to care are experienced, the Care Coordinator will assist clients in overcoming obstacles faced in accessing or receiving services needed to maintain well-being and independence through direct services or referrals to other community resources. The BHCC will also provide cross-agency and systems coordination, partner with various behavioral health resources throughout the region, and develop and implement strategies to effectively market and advertise these resources.

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

1. Connect with community members and referral sources alike to navigate behavioral health systems for clients.
2. Work with clients facing homelessness, substance abuse, mental health issues, and/or complex chronic medical conditions including those who may be difficult to reach and who may be non-compliant.
3. Collaborate with community partners to develop strong working relationships and connections.
4. Meet with clients in various settings: medical offices, specialists, hospitals, and clients' homes to best assist them.
5. Maintain accurate behavioral health resource lists.
6. Conduct client assessments and provide care coordination services:
 - Assist with developing client care plans that reflect individual clients' needs and connect clients to appropriate resources.
 - Assist with coordinating client care, e.g., transportation arrangements, medical appointment reminders, referrals, and preventive care education and/or follow-up care adherence, as well as accompany clients to appointments, as required.
 - Provide clients and their chosen support people an overview of the care coordination process, resources, supports, expectations, and goals.
7. Document assessments, client/family response to care coordination interventions at the time of the encounter. Meet organizational standards and deadlines for timely completion of all required documentation and meet current agency productivity standards and coordinating care to overcome identified social determinants of health.
8. Assist clients in establishing a primary care provider, transitioning of care, complete member outreach within required time constraints, and complete necessary reporting requirements in the required management information systems.
9. Regularly convene and facilitate care coordination meetings with the client and relevant members of the client's care team.
10. Respect confidentiality and maintain confidence.

11. Participate in Interdisciplinary Care Coordination team meetings.
12. Chair the monthly virtual meeting with contracted therapists and assist in interviewing teletherapists applicants.
13. Educate staff at clinics and other partner organizations about behavioral health care coordination services.
14. Communicate client issues requiring interventions to appropriate departments and providers.
15. Become certified as an instructor for various BH trainings, as requested, and conduct the minimum number of trainings each year to retain certification.
16. Participate in staff meetings, case conferences, and in-services. Maintain familiarity with all policies and procedures that impact decisions and care.
17. Attend regional meetings, conferences, and training as assigned by TCHNetwork.
18. Any other duties as required to ensure TCHNetwork is successful.

EDUCATION AND EXPERIENCE REQUIRED

1. A 4-year college degree OR 4 years of progressive related experience working with diverse populations, community or faith-based organizations, or in a healthcare setting.
2. Lived experience with a behavioral health condition or work with the organizations and agencies in the behavioral health system preferred.
3. Experience working with field teams or working remotely to achieve identified goals.
4. Strong presentation and communication skills
5. Experience/comfort working and communicating with diverse communities, including from different socioeconomic backgrounds. Culturally competent and aware of race, gender, class, sexuality, ability, etc.
6. Demonstrated commitment to equity and social justice, and the ability to think critically around how external systems impact the community and persons impacted by mental illness.
7. Must have an aptitude for computers and working with various software and be proficient in MS Word, MS Excel, Outlook, and OneDrive or a similar shared file system.

PREFERRED QUALIFICATIONS:

1. Bilingual/bicultural strongly preferred.
2. Knowledge or ability to learn and practice trauma-informed principles and practices.
3. Knowledge of community resources.
4. Ability to assess crises and intervene appropriately.
5. Ability to participate in training such as Mental Health First Aid, safeTALK, Motivational Interviewing, Core Competencies for Peer Workers, Privacy Act, etc.
6. Effective written and verbal communication skills.
7. Ability to give, receive and analyze information, formulate work plans, maintain confidentiality, prepare written materials, and articulate goals and action plans.
8. Must have a clear understanding of HIPAA, confidentiality, personal boundaries and be self-assured in a variety of situations.
9. Can de-escalate crisis situations and remain calm.
10. Someone energetic, with a positive and creative attitude, is necessary.

PERSONAL ATTRIBUTES:

1. Must possess demonstrated ability to relate to individuals of varied ethnic, cultural backgrounds, ages, and economic circumstances.
2. A trusted member of the community and ability to make new and lasting connections.
3. Ability to maintain client confidentiality.

4. Ability to work in a fast-paced environment, remain calm under pressure, and be supportive of client needs.
5. Advanced time management skills and ability to work independently.
6. Strong work ethic, self-motivated, and collaborative style
7. Change agent demeanor; must be a flexible thinker, with an ability to quickly adapt to a changing environment.
8. Ability to exercise forethought, to look ahead, and anticipate events.
9. Excellent critical thinking and consultative problem-solving skills
10. Ability to receive and utilize constructive feedback regarding performance and presentation.
11. Understanding of health equity and experience working to address social determinants of health.

OTHER

Requires regular local and regional travel. Must have reliable transportation to travel as needed and comfortable traveling in inclement weather. Valid driver's license and car insurance required. Ability to work a flexible schedule including evenings and weekends. Must be able to lift 50+ pounds.

LOCATION:

This field position will work 3 days/week in TCHNetwork's Telluride office and 2 days in Norwood.

WAGE

\$21.15 - \$23.08 an hour based on experience.