

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

JOB SUMMARY:

The Behavioral Health Care Coordinator (BHCC) aims to raise awareness of available mental health resources and eliminate barriers to support and services in San Miguel County. This position is accessible to all San Miguel County community members who need assistance understanding how to access the behavioral health care system. The BHCC will support clients by addressing social determinants of health that impact their daily life and linking them with resources that will remove identified barriers to care. The BHCC will collaborate with community partners providing resources to reduce identified barriers. Possible barriers include but are not limited to: lack of insurance, financial hardship, language, transportation, and behavioral health literacy.

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

1. Provide Mental and Behavioral Health resources to individuals who reside or work in San Miguel County
2. Identify obstacles to treatment and work with stakeholders to develop solutions.
3. Meet with clients in various settings: medical offices, specialists, hospitals, and clients' homes to best assist them
4. Partner with client in developing a plan that reflect individual clients' goals and connect clients to appropriate resources
5. Assist with coordinating client care, e.g., transportation arrangements, medical appointment reminders, referrals, preventive care education, and follow-up care adherence, and accompany clients to appointments, as required.
6. Work with Care Coordination team and Regional Health Connector to maintain accurate behavioral health resource lists.
7. Maintain a trauma informed environment of wellbeing.
8. Market and advertise behavioral health resources across the county.
9. Become certified as an instructor for various BH training (could include Mental Health First Aid, safeTalk, NAMI Family to Family) as requested, and conduct the minimum number of trainings each year to retain certification.
10. Facilitate National Alliance on Mental Illness (NAMI) Family to Family Support Group and help recruit interested community partners to join the chapter.
11. 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. One year of direct experience working in case management or client care coordination.
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 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 about how external systems impact the community and persons affected by mental illness.
7. Must have an aptitude for computers and working with various software and be proficient in MS Word, MS Excel, Outlook, OneDrive, or a similar shared file system.

PREFERRED QUALIFICATIONS:

1. Bilingual Spanish and English is strongly preferred.
2. Knowledge or ability to learn and practice trauma-informed principles and practices.
3. Knowledge of community resources.
4. Ability to recognize and 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 clearly understand HIPAA, confidentiality, and personal boundaries and be self-assured in various situations.
9. Has a working knowledge of Trauma Informed Care
10. Energetic with a positive and creative attitude.
11. Lived experience with a behavioral health condition or work with the organizations and agencies in the behavioral health system preferred.

PERSONAL ATTRIBUTES:

1. Must demonstrate the ability to relate to individuals of varied ethnic, cultural backgrounds, ages, and economic circumstances.
2. A trusted community member with the 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 support 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 who can quickly adapt to a changing environment.
8. Ability to exercise forethought, 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 are required. Ability to work a flexible schedule, including evenings and weekends. Must be able to lift 50+ pounds.

LOCATION:

Hybrid position San Miguel County

COMPENSATION AND BENEFITS:

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

TCHNetwork offers a competitive benefits package: 80 hours vacation, 80 hours paid holiday, and 48 hours PTO. We pay 100% of your employer-sponsored medical & dental insurance premium after 90 days, offer up to 3% match IRA with immediate vesting, flexible spending account, employee referral program, mental health wellness program, & continued professional development opportunities