



Position Description

Position Title: Behavioral Health Specialist
Department: Behavioral Health
Reports To: Clinical Director – Behavioral Health
Status: Non-exempt

Summary

The individual will assist licensed providers with the delivery of behavioral health care to patients in accordance with Health Center policies and procedures. The individual provides education and support to patients and, in partnership with the patient and provider staff, assists in coordinating a care plan that is the right fit for the patient's condition(s) to ensure needed access to services. Supports self-management of behavioral health condition(s).

Duties & Responsibilities

- Participate in triage for the behavioral health department including phone management
- Assist providers in aspects of consultation, treatment, procedures, and follow-up care
- Deliver brief interventions as appropriate for the setting and the individual's competency
- With direction from a licensed supervisor, conduct screenings, assessments, and psychoeducation.
- In collaboration with providers, identify and/or develop education and supportive interventions to increase patients' knowledge, skills, and confidence in managing their health, including regular assessment of progress and setbacks, goal setting, etc.
- Assist in the development and updating of department policies and procedures
- Organize and/or participate in huddles, participate in panel management meetings, and contribute to other meetings as assigned
- Complete and maintain detailed, accurate, legal, and ethical documentation in patient records/EHR
- Participate and/or facilitate meetings and groups as requested
- Support departmental documentation and reporting
- Conduct emergency medical trainings for the department, as needed
- Complete medication prior authorizations and medication refills, as needed
- Collaborate with the medical and behavioral health team to support a comprehensive, person-centered care self-management plan
- Participates in regular staff meetings focused on coordinating care within an interdisciplinary team, providing the team updates on patients' progress in care.

- Performs job responsibilities consistent with standards for best practice, including excellent communication with all providers and patients/clients to ensure the delivery of high-quality care.
- Follow-up with internal and external resources when barriers to care are identified.
- Act within scope of practice
- Report to work as scheduled
- Promote the mission, vision, and values of the organization in all interactions
- Other duties as assigned

Qualifications

The individual must respect the confidentiality of patient information while performing job duties and establish and maintain effective working relationships with patients, employees, and the public. The individual must also possess excellent understanding of prevailing standards of medical practice, and the ability to constructively participate in clinical quality improvement. The position includes having to meet deadlines, deal effectively with time pressures and stress and write reports and correspondence. Intermediate math skills and legible handwriting is a must. Quality, accuracy, thoroughness, timeliness, and reliability of work performed are essential. The individual must have a valid driver's license, be insurable and provide their own transportation.

Education and/or Experience

The individual must have earned a bachelor's degree. Must have at least 1 year of training in behavioral health. Exceptional communication, interpersonal and organizational skills are required. Bi-lingual English/Spanish a plus but not a requirement. Current Healthcare Provider CPR certification is required.

Communication Skills

The individual must possess very strong oral and written communication skills and have the ability to read and understand documents, write routine reports and correspondence; speak effectively before groups of customers or employees of organization. Bilingual skills (Spanish/English) are helpful, but not required.

The individual must communicate with patients, families, communities, other health professionals and co-workers in a responsive and responsible manner to support a team approach to the maintenance of health and the treatment of disease. Engage others, appropriate to the specific care situation, in shared patient-centered problem solving.

Computer Skills

The individual must possess a working knowledge of computers and demonstrate the ability to learn practice management systems.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work may require sitting or standing for long periods of time; also stooping, bending and stretching
- Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other such equipment
- Possesses sight and hearing senses to function adequately so that the requirements of this position can be fully met.

Work Environment

Work is performed largely indoors, and most days are spent working directly with patients. Interaction with others is frequent and interruptive. Work may be stressful at times. The noise level in the work environment is usually moderate. Work hours correspond to the hours that the health center is open, which include weekday business hours and exclude holidays and weekends. Community involvement is encouraged but not required.

As an organization committed to diversity and inclusion, Scenic Bluffs Community Health Centers provides equal employment opportunities to all employees and applicants for employment, encourages applications from historically underrepresented groups, and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Acknowledgement

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

Employee Signature

Date

