

## Northwest Colorado Health

### Behavioral Health Assistant

**General Statement of Duties:** In close cooperation with the Behavioral Health Provider, the Behavioral Health Assistant provides high quality care to patients.

**Supervision Received:** Reports to the CHC Integrated Practice Manager.

**Supervision Exercised:** None.

#### Essential Functions:

1. Provides consistently high quality care to patients, evaluates the needs of patients.
  - a. Responds to client's inquiries and performs a behavioral health coordination function.
  - b. Provides health related education to clients and their families, including connection to community resources.
  - c. Assists in the management of medications by reconciling medication lists, including doses, and providing education as directed by provider.
  - d. Maintains a professional demeanor and customer service orientation to clients, peers, and providers.
2. Supports Behavioral Health Provider in a team based care setting
  - a. Connector between medical team and BHP – attend huddles, scrub schedules, etc.
  - b. Rooms patients and collects all necessary assessments. Completes documentation clearly and correctly in the medical record.
  - c. Coordinate paperwork such as mandatory disclosure, assessments, prior authorizations, treatment plans, etc.
  - d. Contacts patients who have been internally referred to BHP and schedule appointments. Manage BHP schedule to optimize flow and coordinate scheduling of patients who BHP approves for urgent needs. Contact patients who no-show appointments.
3. Able to effectively perform the tasks and procedures required of a Medical Assistant in a primary care clinic setting.
  - a. Takes vitals, performs CLIA waived Laboratory test, takes and documents client's history and chief complaint, follows up on the providers' discharge orders. Performs phlebotomy services and processes specimens for send out.
4. Prepares a client's medical records for a provider visit by documenting clearly and correctly, assures that the right forms are in the medical record anticipating the needs of the visit.

*This description of responsibilities is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.*

**Education:** High School Diploma or equivalent required. Completion of an approved educational program for Medical Assisting preferred. Bilingual preferred but not required.

**Experience:** At least one year of experience in an ambulatory health care setting preferred, not required. Experience and or interest in working with people struggling with emotional health issues is preferred, not required.

**Requirements:**

1. If car is used, must provide proof of adequate insurance totaling at least \$300,000 and valid state driver's license.
2. Current CPR certification.
3. Proven Competency in the Performance of Point of Care tests.

**Skills:**

1. Psychomotor skills to provide care, including daily and repetitive pinching, grasping, and manipulating; hearing adequate to take vital signs accurately.
2. Daily standing, squatting, walking, bending, and maneuvering in various settings (clinics, schools, work sites) which are not barrier free.

**Abilities:**

1. Ability to communicate effectively with community members, physicians, and other health professionals, verbally and in writing.
2. Ability to perform certain screening tasks.
3. Ability to understand and communicate information about behavioral health

**Working Conditions:**

1. Work environment may be variable as services are provided in various environments. Lighting, acoustics, air quality, temperature, and environmental hazards are not predictable.
2. This position has been classified as Patient-Facing, a position in which the incumbent could reasonably be expected to routinely interact with patients and/or patient family members. Employees in Patient-Facing positions are exposed to healthcare conditions that may require additional training, immunizations, and use of Personal Protective Equipment (PPE).

*This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*

I, \_\_\_\_\_ acknowledge that on this date,  
(Print Name)

I have received the following job description for my present position.

Signature of Employee: \_\_\_\_\_

Date: \_\_\_\_\_