

## Northwest Colorado Health

### Behavioral Health Advocate

**General Statement of Duties:** Behavioral Health Advocate (BHA) provides a variety of direct and indirect services to patients of the Community Health Center (CHC) through a team-based care model. The BHA provides high quality care to patients through providing direct support of Behavioral Health Providers (BHPs) and Psychiatric Providers (PPs) and extending the reach of behavioral health services through screening and connecting patients to appropriate resources and levels of care.

**Supervision Received:** The BHA directly reports to the CHC Integrated Practice Manager. They will have weekly clinical oversight support.

**Supervision Exercised:** None.

#### Essential Functions:

1. Provides consistently high-quality care to patients, evaluates the needs of patients.
  - Provides evidence-based health education to clients and their families, including connection to community resources.
  - Maintains a professional demeanor and customer service orientation to clients, peers, and providers.
  - Completes behavioral health screenings with patients to help determine their needs.
2. Supports BHPs and PPs in a team-based care setting.
  - Connector between medical, dental, and behavioral health teams.
  - Rooms patients and collects all necessary assessments. Completes documentation clearly and correctly in the medical record.
  - Completes pre-visit planning preparation and prepares patient medical record for future visits.
  - Contacts patients who have been internally referred to BHP and schedule appointments. Manage BHP schedule to optimize flow and coordinate scheduling of patients.
  - Contact patients who no-show appointments in accordance with established policies and procedures.
3. Able to effectively perform the tasks and procedures required of a Medical Assistant (MA) in a primary care clinic setting. Will complete qualification of the MA Certification course within a year of hire.
  - 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. Provides direct integrated behavioral health services through team-based care model and the quadruple aim as follows:

- Provides integrated care consultation in collaboration with interdisciplinary team. Primary roles during these consultations will include but not be limited to:
  - Introduction to behavioral health services and behavioral health check-ins
  - Completion of behavioral health screenings for various conditions including, but not limited to: anxiety, depression, suicidal ideation, ADHD, trauma, and substance use disorder. Provide patients access to appropriate level of care and resources given results of screeners.
  - Provide providers support in responding to crises and/or need to make mandatory reports.
  - Documents interactions, i.e., client visits, services provided, phone calls, written correspondence, and communication with patients accurately in.
- The quadruple aim: better patient experience, better population health outcomes, lower cost of care per capita, and better employee satisfaction.

*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. Bachelor's Degree preferred. 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. Ability to ensure patients have a safe and supportive environment to seek treatment required. Training in Motivational Interviewing preferred, not required. Experience and or interest in working with people struggling with emotional health issues 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. Basic understanding of behavioral health.
2. Ability to work autonomously.
3. Ability to maintain strict patient confidentiality.
4. Psychomotor skills to provide care, including daily and repetitive pinching, grasping, and manipulating; hearing adequate to take vital signs accurately.
5. 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, medical/dental/behavioral health providers, 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.
4. Ability to work as a successful primary health care team member.
5. Can read and interpret notes from other providers, as well as respond to them, verbally and in writing.

**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).

**Equipment:**

1. Daily Use of telephone, computer, copier, and other office equipment.

*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: \_\_\_\_\_