

## 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 extending the reach of behavioral health services through screening and connecting patients to appropriate resources and levels of care.

**Supervision Received:** Reports to the CHC Integrated Practice Manager. They will have weekly 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 patients and their families, including connection to community resources.
  - Maintains a professional demeanor and customer service orientation to patients, peers, and providers.
  - Completes behavioral health screenings with patients to help determine their needs.
2. Supports BHPs in a team-based care setting.
  - Serves as a liaison between the medical, dental, and behavioral health teams to support coordinated patient care. Rooms patients; obtains and completes all required screenings, assessments, and related documentation; and ensures the medical record is clear, accurate, and complete. Performs pre-visit planning and prepares patient charts in advance of upcoming appointments to support continuity, efficiency, and quality of care. Contact patients referred internally to the Behavioral Health Provider (BHP) to schedule appointments and facilitate timely access to care.
3. Manages and coordinates the BHP schedule to optimize patient flow and support efficient clinic operations. Performs follow-up with patients who miss scheduled appointments in accordance with established agency policies and procedures. 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 with access to appropriate level of care and resources given results of screeners.
- Provide providers with support in responding to crises and/or need to make mandatory reports.
  - Documents interactions, i.e., patient visits, services provided, phone calls, written correspondence, and communication with patients accurately in.

*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. Bilingual preferred but not required.

**Experience:** At least one year of experience in behavioral healthcare setting is preferred, not required. Ability to ensure patients have a safe and supportive environment to seek treatment required

**Requirements:**

1. If car is used, you must provide proof of adequate insurance totaling at least \$300,000 and valid state driver's license.
2. Current CPR certification.
3. Initial TB testing upon hire and/or documentation of TB test within the last year.

**Skills:**

1. Basic understanding of behavioral health.
2. Ability to work autonomously.
3. Ability to maintain strict patient confidentiality.
4. Daily standing, squatting, walking, bending, and maneuvering in various settings (clinics, schools, work sites) which are not barrier free.
5. Ability to apply logical thinking to complex situations.
6. Knowledge and ability to follow workflows.

**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.
6. Be able to stay calm in highly stressful situations and practice emotional control.
7. Be able to maintain strong professional boundaries.

**Working Conditions:**

1. The work environment may differ depending on the service setting. (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:** \_\_\_\_\_