

Northwest Colorado Health
Behavioral Health Care Manager

General Statement of Duties:

Provides a variety of direct and indirect services to Behavioral Health patients of the Community Health Center (CHC) through a team-based care model.

Supervision Received:

Reports to the Health Center Director in close cooperation with the Behavioral Health Director.

Supervision Exercised:

None.

Essential Functions:

1. Provides integrated care through team based care and the quadruple aim as follows:
 - Complex behavioral health case management, including but not limited to, mental health illness management, substance abuse disorder, and transition of care management.
 - Participate in the development of policies and procedures to assure adherence to the behavioral health care models.
 - Works with Clinic Manager team in caring for complex medial/physical health case management tasks in promotion of our patient's wellbeing.
2. Provides a variety of direct case management and behavioral health services to patients of the Health Center including, but not limited to:
 - Documents interactions, i.e. client visits, services provided, phone calls, written correspondence and communication with clients in client's chart.
 - Tracks and monitors referrals of patients, or supervises this as appropriate.
 - Tracks and monitors prior authorization for treatment, state regulatory requirements, and referrals.
 - Transitions patients back to primary care after specialty or inpatient treatment, including request of records.
 - Accurately performs data entry of program related data and information in the appropriate computer systems within a timely manner.
 - Schedule clients for appointments, follow-up appointments, tracks results and recommendations.
 - Educate clients about their care plan based on established guidelines for behavioral health care management.
 - Triage incoming phone calls from clients, possibly in crisis, and schedules according to established protocols. Providing risk assessments and safety planning as needed in promoting patient well-being

3. Develops and strengthens programs within the clinic to further behavioral health program. This may include:
 - Development of a network of subspecialty care providers and establishes protocols and procedures to evaluate effectiveness of referrals.
 - Develops and locates services within the community and surrounding areas based on identified needs of the patients.
 - Establishes protocols and procedures to assure patient needs are met in a timely and efficient manner.
 - Acts as an expert resource on information relating to obtaining specialty, subspecialty and ancillary services, products and equipment.
 - Develops a network with service providers and maintains a positive relationship with their staff as appropriate.
 - Management of SUD screening, interventions, and referral to treatment.
 - Support of patients with social influences of health needs, including screening, connection to resources, and development of resources.

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

Education: Bachelor's Degree in Nursing, MSW, or other clinical equivalent.

Requirements:

1. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.
2. Current CPR certification according to agency policy.

Knowledge and Skills:

1. Thorough knowledge of nursing theory and practice. Basic understanding of behavioral health.
2. Knowledge of evaluation techniques utilized in the establishment of a specialized regimen of nursing care.
3. One to two years clinical nursing experience, ideally some Case Management work.

Abilities:

1. Can read and interpret notes from other providers, as well as respond to them, verbally and in writing.
2. Ability to communicate effectively, verbally and in writing.
3. Ability to establish and maintain working relationships with professional and paraprofessional medical personnel; patients; relatives and friends of patients; and the general public.

Equipment:

1. Equipment to be utilized may include wheelchairs, ventilators, pulse oximetry units, oxygen tanks, etc. Daily, per-patient use of oral thermometer,

sphygmomanometer, syringes, etc. and making home visits in all weather conditions.

2. 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, I**
(Print Name)
have received the following job description for my present position.

Signature of Employee: _____

Date: _____