

JOB DESCRIPTION

JOB TITLE: Community-based Care Coordinator	JOB CODE:
DEPARTMENT: Lincoln County Health Department SUPERVISOR'S TITLE: Behavioral Health Manager	FLSA STATUS:
<u>POSITION SUMMARY</u> The Lincoln County Health Department protects and promotes the health of county citizens and the environment through the efforts of dedicated and skilled employees and application of sound public health principles. The department's role is to identify community health problems; diagnose and investigate health problems and health hazards in the community; and enforce laws and regulations that protect health and ensure safety. The mission of the department is to promote a healthy and resilient Lincoln County through collaborative leadership and community involvement.	

ESSENTIAL FUNCTIONS

1. Nature of work: The Community-based Care Coordinator works with eligible clients seeking behavioral health crisis care to ensure they receive the right care at the right time by coordinating services, referrals, and tracking clinical outcomes.
2. Personal Contacts: Continual contact with clients, behavioral health providers, physicians, hospitals, law enforcement, schools, and other Human Service and Government Agencies.
3. Supervision Received: Communication and consultation with the Behavioral Health Manager.

DUTIES AND RESPONSIBILITIES

- Coordinate and implement care plans to facilitate access to needed services and guide clients through community resource options.
- Assist clients in reducing barriers to community integration by identifying social factors that may impede their care (i.e. food insecurity, lack of transportation, health care system navigation).
- Advocate on the client's behalf.
- Document medically necessary services clearly in the client's care plan and file.
- Establish and maintain relationships with community partners, including law enforcement and medical providers, to identify available community resources throughout the county.
- Assist in identifying and implementing strategies for improving care for people with behavioral health conditions based on national models of care; identify available services and gaps in services.
- Participate in and/or report to a variety of meetings, committees, professional associations, Boards and/or other related groups boards, as needed.
- Ensure that documentation regarding clients is secure, confidential, and maintained in compliance with Health Department policy and state and federal regulations.
- Perform other duties as assigned including attending meetings and conferences, providing

backup for other staff, participating in training, etc.

- This position will require certain training, such as trauma-informed care, de-escalation strategies, and harm-reduction.

SCOPE OF RESPONSIBILITY

Evaluation of this position will be based primarily upon the preceding job description requirements and duties. Examples of job performance criteria include, but are not limited to, the following:

- Performs assigned duties with limited supervision
- Maintains accurate and timely records and files
- Displays tact, consideration, and cooperation when dealing with the clients and the public
- Provides guidance, education and referral to appropriate resources
- Maintains knowledge of new developments in behavioral health
- Observes work hours
- Demonstrates punctuality
- Strictly adheres to all HIPPA privacy laws and confidentiality requirements
- Establishes and maintains effective working relationships with fellow employees, supervisor, clients, and the public.

JOB SPECIFICATIONS

Education and Experience:

- Preferred bachelor's degree in social work, psychology, counseling, communications, or a closely related field and one (1) to two (2) years of experience related to the duties of this position; or an equivalent combination of education and experience may substitute for a bachelor's degree.
- CJIN, CPR and First Aid training will be required within 90 days of employment. Must have the ability and willingness to complete any continuing education required by the Health Department or State during term of employment.
- Must have a valid Montana driver's license.

Knowledge, Skills, Abilities and Competencies:

- Knowledge of state and county regulations and county policies and procedures.
- Knowledge of the core functions and essential services of public health.
- Knowledge of community resources and organizations.
- Strong communication and interpersonal skills (i.e., non-judgmental, objective, reflective, empathic, patient, tactful).
- Respond effectively to challenging situations, complex interpersonal interactions, and deadlines with discretion, patience, empathy, and professionalism.
- Operate computer programs in database management and word processing, including Microsoft Office applications, Adobe, etc.
- Ability to follow oral and/or written policies, procedures, and instructions.

- Ability to quickly establish trust and rapport with clients and community service providers to provide a continuity of care.
- Ability to effectively work with individuals experiencing mental health conditions and/or behavioral escalation using a person-centered, trauma-informed approach.

Reasonable Accommodation Definition: A reasonable accommodation is a modification or an adjustment to a job or the work environment that will enable a qualified applicant or employee with a disability to participate in the application process or to perform essential job functions. Reasonable accommodation also includes adjustments to assure that a qualified individual with a disability has rights and privileges in employment equal to those of non-disabled employees