

**JOB DESCRIPTION**

**POSITION TITLE:** Behavioral Health Case Manager **REPORTS TO:** Behavioral Health Manager

**DEPARTMENT:** Behavioral Health **EMPLOYMENT STATUS:** Hourly, non-exempt

**LOCATION:** Bellingham

**JOB PURPOSE:**

This position functions as a core member of a collaborative care team that includes: Integrated Behavioral Health staff, primary care providers (PCP), consulting psychiatrists, nursing department staff, behavioral health (BH) providers, and/or other clinic staff in the primary care setting. The BH Case Manager facilitates care coordination and referrals to wrap around services that support clinical care and include enrollment into insurance and benefit programs for which clients are eligible, transportation, housing, food, behavioral health specialty care, and substance abuse treatment. This position is responsible for making proactive contact to improve patient outcomes, increase patient compliance, improve patient recall and retention, enhance patient advocacy, and develop cooperative relationships with other health and social services agencies. This role is key to providing patient-centered, team-based care with a focus on patients with behavioral health, substance abuse, and chronic conditions. This position manages patient care using a team-based approach in interactions with patients and works to achieve stated objectives and outcomes. UCNW manages patient care using a team-based approach in our interactions with patients and working to achieve stated objectives and outcomes.

**JOB QUALIFICATIONS:**

**Education:** Bachelor’s degree in psychology, social work, counseling or related field, preferred, but will accept an Associates Degree in related field.

**Certification and Licensure:** Agency Affiliated Counselor Registration required.

**Experience:** Prefer experience working in a community health center and familiarity with social services in Whatcom County.

**Specialized Skills & Knowledge:**

* Experience working with crisis intervention, complex and chronic mental illness, and substance abuse in a multi-disciplinary team setting.
* Experience working with underserved and/or transient populations.
* Experience working with patients who have co-occurring mental health, substance abuse, and physical health problems.
* Knowledge of general medical practice models and processes such as office procedures, medical records, health insurance, etc;
* Knowledge of clinical data collection and analysis strategies, needs assessments and program development.
* Skilled in report writing.
* Demonstrated ability to collaborate effectively in a team setting.
* Demonstrated ability to multi-task; track and complete a high number of tasks each day (e.g. phone calls, outreach, referrals, EMR documentation, etc.)
* Ability to maintain effective and professional relationships with clients and other members of the care team.
* Strong verbal and written communication skills.
* Enjoys the rapid pace and changing environment of a primary care clinic.
* Ability to effectively engage clients by telephone or in person.
* Working knowledge of Washington State Department of Social and Health Services (DSHS) eligibility programs, including General Assistance - Unemployed (GA-U), and Social Security Income (SSI).
* Ability to work with Community Service Office (CSO) and Community Health Plan (CHPW) staff, GA-U/DL and other potential resources to assist clients with their benefit plans.
* Working knowledge of the Regional Support Network (RSN) mental health system structure and regulations, preferred.
* Demonstrated proficiency with computers & applicable software, including ability to learn new programs, e.g. Microsoft Word, Microsoft Outlook, the Internet, Electronic Medical Records (EMR), and the Mental Health Integrated Tracking System (MHITS), etc.
* Knowledge of HIPAA confidentiality requirements as they relate to health care and, specifically, behavioral health.
* Ability to understand and respond effectively and with sensitivity to special populations served by UCNW. Special populations include those defined by race, ethnicity, language, age, sex, sexual orientation, economic standing, disability, migrant and seasonal worker status, homelessness, people living with HIV/AIDS, and others.
* Experience being a resource for others as well as working with safety net providers within the community and knowledge of community resources.
* Ability to keep customer service and the mission of the organization in mind when interacting with all clients, co-workers, outside agencies, and the general public, promoting a positive image for UCNW.

**Blood-Borne Pathogens Exposure:** Category: III

This position’s roles and functions in our team-based model include:

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| **JOB DUTIES AND RESPONSIBILITIES** | **JOB PERFORMANCE STANDARDS** |
|  |  |
| **Communication:** | 1. Asks for direction when unsure of job expectation. |
|  | 1. Makes suggestions and addresses concerns in a constructive manner. |
|  | 1. Utilizes appropriate channels of communication in problem-solving and conflict resolution. |
|  | 1. Communicates effectively and courteously to all UCNW staff. |
| **Organization & Time Mgmt.:** | 1. Does not allow personal issues to interfere with workload; keeps social interaction with other staff to a minimum. |
|  | 1. Takes and returns from breaks and lunch times in a timely manner. |
|  | 1. Maintains a clean, orderly and professional work area. |
|  | 1. Seeks out appropriate uses of time during non-busy periods. |
| **Safety/CQI:** | 1. Ensures safe work environment and promotes accident prevention. |
|  | 1. Utilizes cause for concern form to identify situations that have an impact on care delivery, safety or customer service. |
| **Work Ethic:** | 1. Consistently demonstrates strict adherence to policies and procedures. |  |
|  | 1. Takes responsibility for own actions and seeks to correct any mistakes. |  |
|  | 1. Consistently reports to work on date and time scheduled. |
|  | 1. Self-initiates and follows through on assignments in a timely manner. |
| **Team Contribution:** | 1. Participates in and supports team meetings, activities, and/or problem solving. |
|  | 1. Promotes positive team work and cohesiveness between all staff. |
|  | 1. Provides constructive and creative recommendations for improvements in own area of responsibility or the clinics system as a whole. |
|  | 1. Acts as a resource, communicates appropriate knowledge, skills and conduct. |
| **Service Excellence:** | 1. Maintains a high level of quality, accuracy and neatness in work performed. |
|  | 1. Remains calm and tactful during stressful situations, emergencies and confrontations. |
|  | 1. Prioritizes customer service and customer satisfaction. |
|  | 1. Demonstrates an awareness of and commitment to the goals and mission of UCNW. |
| **Professionalism:** | 1. Maintains appropriate personal boundaries with clients. |
|  | 1. Accepts supervision and criticism in a constructive manner. |
|  | 1. Maintains professional appearance appropriate for position. |
|  | 1. Maintains organizational and patient confidentiality. |
|  | 1. Demonstrates an ability to adapt to change. |
| **Job Specific Duties:** | 1. Provide ongoing, extended case management as assigned on a limited basis. This may include addressing legal issues as they arise that involve EMR/chart review and preparation of correspondence |
|  | 1. Maintain appropriate and required standards for the position and state licensure. |
|  | 1. Participate in the ongoing development of procedures to promote appropriate integrated behavioral health access and care. |
|  | 1. Other duties as assigned. |

**PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:**

In a typical day, this job involves the activities listed below. Indicate the frequency of performance of each activity by placing a check mark (✓) in the appropriate column.

R = rarely *(less than 0.5 hour per day)*

O = occasionally *(0.5 to 2.5 hours per day)*

F = frequently *(2.5 to 5.5 hours per day)*

C = continually *(5.5 to 8 hours per day)*

NA = not applicable

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| **Physical Activity** | **R** | **O** | **F** | C | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Sitting |  |  |  | X |  |  |
| Stationary standing |  | X |  |  |  |  |
| Walking |  | X |  |  |  |  |
| Ability to be mobile |  |  |  | X |  |  |
| Crouching (bend at knee) |  | X |  |  |  |  |
| Kneeling/crawling | X |  |  |  |  |  |
| Stooping (bend at waist) |  | X |  |  |  |  |
| Twisting (knees/waist/neck) |  | X |  |  |  |  |
| Turning/Pivoting |  | X |  |  |  |  |
| Climbing |  |  |  |  | X |  |
| Balancing |  |  |  |  | X |  |
| Reaching overhead |  | X |  |  |  |  |
| Reaching extension |  | X |  |  |  |  |
| Grasping |  |  | X |  |  | Grasping file; Mouse |
| Pinching |  | X |  |  |  |  |
| Pushing/Pulling: |  |  |  |  | X |  |
| Typical weight:  Circle the appropriate weight in pounds  1-10 11-20 21-30 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Maximum weight:  Circle the appropriate weight in pounds  1-10 11-20 21-30 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Lifting/Carrying: |  | X |  |  |  |  |
| Typical weight:  Circle the appropriate weight in pounds  **1-10**  11-20 21-30 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Maximum weight:  Circle the appropriate weight in pounds  1-10 11-20 21-30 31-40  **41-60** 61-80 81-100 >100 |  |  |  |  |  |  |
| Other physical activities |  |  |  |  |  | Keyboarding & data entry |
|  |  |  |  |  |  |  |
| **Sensory Activities** | **R** | **O** | **F** | **C** | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Talking in person |  |  |  | X |  |  |
| Talking on telephone |  |  |  | X |  |  |
| Hearing in person |  |  |  | X |  |  |
| Hearing on telephone |  |  |  | X |  |  |
| Vision for close work |  |  |  | X |  | Computer screen & reading |
| Other sensory requirements |  |  |  |  |  |  |

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| **Environmental Factors** | **SPECIFY** | | | | | |
| Safety requirement:  -clothing  -required safety equipment  -activities performed |  |  |  |  |  |  |
| Exposures:  -fumes  -chemicals  -blood or other bodily fluids  -cold/heat  -dust |  |  |  |  |  |  |
| Operation of equipment, vehicles or tools |  |  |  |  |  |  |
| Required infection control standards |  |  |  |  |  |  |
| Other environmental factors |  |  |  | X |  | Proper ergonomic form should be followed in this office setting |

I, the undersigned, acknowledge that I have read the above job description and agree that it defines the position as it currently exists. The undersigned also understand that the above is intended to describe the general content of and requirements for performance of this job. It is not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor.

**Employee Signature: Date:**

**Supervisor Signature: Date:**