



# Sunshine Community Health Center

## Job Description

**Job Title:** Behavioral Health Care Manager  
**Department:** Clinical-Behavioral Health  
**Reports To:** Behavioral Health Manager  
**FLSA Status:** Non-Exempt  
**Approved:** February 2020

### SUMMARY OF POSITION

The Behavioral Health Care Manager is an integral member of the clinical team at SCHC and is responsible for ensuring effective care and treatment for patients with behavioral health disorders. The Care Manager works directly alongside medical and behavioral health providers within the context of a primary care medical home to promote timely access to comprehensive and collaborative care. Key roles include identification and evaluation of patient needs, providing brief behavioral interventions, and tracking patient progress on an assigned caseload, while working with patients before, during, and between visits within the clinic. The Care Manager will support patients in developing their ability to self-manage both behavioral health and medical needs and work to reduce barriers to care.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### Integrated Behavioral Health Care

- Screens and evaluates patients for mental health disorders, substance use disorders, and developmental delays using evidence-based screening tools and biopsychosocial interviews
- Identifies patients that will benefit from enrollment in a care management panel, based on level of risk, treatment goals, or level of engagement
- Utilizes and documents in electronic health records and electronic registries to track patient treatment adherence, progress and outcomes, identify patients not improving as expected, and re-engage patients that have missed appointments
- Provides brief interventions to individuals or groups using evidence-based techniques such as behavioral activation, problem-solving treatment, motivational interviewing, psychoeducation or other treatments within the care manager's scope of practice as appropriate
- Facilitates treatment plan changes for patients who are not improving as expected

#### Coordination of Care

- Coordinates formally and informally with all members of the care team, including medical, behavioral health, and psychiatric providers
- Makes appropriate referrals, including those to internal and external specialty behavioral health care, and to community resources to ensure basic needs are met and reduce barriers to treatment goals

## **Quality Assurance/Quality Improvement**

- Participates in regular peer reviews to ensure appropriate provision and documentation of services
- Contributes to continuous quality improvement and risk management activities
- Participates in required and self-directed training to develop enhance skills
- Complies with SCHC's policies and procedures
- Provide charting documentation for services rendered on the appropriate electronic forms, and to do so per State of Alaska regulations, which must occur within 72 hours of providing service

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.

## **SUPERVISORY RESPONSIBILITIES**

**Received:** Works under general direction of the Behavioral Health Manager. Supervision is received through personal conference, general observation of work in progress, and periodic review by supervisor of completed work.

**Performed:** None

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Current (annual) TB screening and Hepatitis B immunization is recommended for all SCHC employees.

## **EDUCATION and/or EXPERIENCE**

- Two or more years of experience serving individuals with behavioral health needs preferred
- Bachelor's degree or higher in Social Work, Human Services, or related field preferred
- Experience collaborating with medical providers preferred
- Valid State of Alaska driver's license required
- Current BLS required
- Current CPR certification required

## **KNOWLEDGE, SKILLS and ABILITIES**

- Knowledge of and belief in the community health center's mission and goals
- Knowledge of common mental health and substance use disorders, as well as the implications of trauma informed care
- Knowledge of crisis intervention strategies
- Skilled in rapport building with both patients and colleagues
- Skilled in use of Electronic Health Records and Microsoft Office products
- Able to manage time and prioritize tasks effectively and efficiently
- Able to demonstrate compassion toward individuals with varied cultures, belief systems, lifestyles, and attitudes
- Able to effectively work in a collaborative team environment and alongside medical staff

- Able to maintain patient privacy and confidentiality at all times
- Able to effectively and professionally communicate both orally and in writing

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

While performing the duties of this job the employee is required to sit for up to seven hours, talk, hear, write, reach with hands and arms, operate a keyboard, lift up to 30 pounds, and have the visual acuity to read small print and view a computer monitor. Employee is required to have a current valid driver’s license and insurance. Employee may need to climb stairs.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. SCHC promotes the principles of Resiliency throughout the organization.

While performing the duties of this position, the employee generally works within the interior of a healthcare clinic/office environment. Employee may travel between multiple worksites and be responsible for own transportation. Out of area travel may be required on occasion. The general work environment is clean with a moderate temperature and noise level. Employee will be required to use a computer and other office equipment and participate in communication through typing, reading, writing, and telephones, etc. The employee may be in contact with patients under all conditions and circumstances, e.g. illness, emotional duress and hostility. Daily work activities also involve contact with the public, staff members and government representatives under all conditions and circumstances. All SCHC facilities are non-smoking.

**OSHA**

The employee may be exposed to infectious waste, blood, body fluids, communicable/infectious diseases, air contaminants and hazardous chemicals. SCHC will provide the employee instructions on how to prevent and control such exposures. The employee may be exposed to the Hepatitis B virus. SCHC will make the Hepatitis B vaccination available to all employees free of charge.

**EMPLOYMENT PRACTICES**

SCHC is an Equal Opportunity institution and does not discriminate against any person in employment, admission, treatment, or participation in its programs and benefits based on race, color, national origin, creed, or ability to speak English, disability, sex, age, sexual orientation, marital status, veteran status or any other protected class. Persons alleging unequal treatment should contact the Human Resources Director at (907) 733-9236.

Signature below acknowledges that I have received a copy of my job description and my supervisor has discussed it with me. I agree to perform the functions of my position in a safe manner and within SCHC’s established policies and procedures.

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Employee Printed Name \_\_\_\_\_  
Date

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Employee Signature

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Date

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Supervisor Signature

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Date