



Job Title

**Behavioral Health- Patient Care Coordinator**

Department	Reports To	FLSA Status	Prepared By	Approved By	Last Modified
Administration	Licensed Clinical Social Worker	Non Exempt	Human Resources	CEO	2019-01-23

**Job Summary**

This position will assist in coordinating the overall plan of care for patients with mild to moderate emotional and behavioral problems. The position requires knowledge of care management principles and the use of a registry for population based management of medical/mental health conditions. The case manager will coordinate program elements for panel of UCHC patients receiving mental health services at UCHC.

**General Accountabilities**

- Efficiently and accurately follows Case Management protocols, including coordinating care and referrals and appropriately documenting and implementing workflows for access to mental health services and quality assurance and compliance.
- Demonstrates ability to make independent decisions in routine patient care matters, scheduling, and problem solving for enhanced access to services.
- Develop proven and viable referral registry and provide linkage to ancillary psychosocial resources to patients and patient families requiring various services including but not limited to: legal, housing, food access, childcare, educational/recreational resources, financial/economic hardship issues.
- Works closely and collaboratively with clinicians, healthcare providers, and other team members to coordinate care. Follow-up to ensure that services are rendered and appropriate documentation received.
- Ability to build relationships with patients and administer commonly used screening tools such as PHQ-9, and GAD 7 and triage patients accordingly.
- Collaborate with a physician as appropriate to implement and revise care planning.
- Work closely with clinical staff in coordinating and communicating patient care issues and transitions (eligibility, coverage, transportation, re-entry into care, etc)
- Remains flexible and responsive when changes occur in patient activity and workload.
- Performs appropriate documentation to maintain the standards set by UCHC and best practices in integrated behavioral health programs.
- Acts as a comprehensive care coordinator for the care of assigned patients and facilitates communication amongst other providers.
- Implements provider orders accurately and promptly.
- Maintains confidentiality of all agency and patient information according to HIPAA guidelines.
- Communicates information effectively both verbally and in writing.
- Organizes workload to complete responsibilities in an appropriate and timely manner.

- Strives to provide culturally responsive, quality of services to a diverse ethnic, racial and gender identity clientele.
- Management of mental health records requests and release of mental health summaries according to HIPAA guidelines and in coordination with mental health provider in order to secure patient confidentiality.
- Other Duties as assigned by CEO, CMO and LCSW.

### **Job Qualifications**

- Education: High school diploma or equivalent.
- Experience: one year of related experience working with multi-line telephone encounter.
- Bilingual: English and Spanish (preferred).
- Telephone etiquette and communicating UCHC functions in a respectful and efficient manner.
- Pleasant voice and customer service experience.
- Experience working on telephone systems (preferred).

### **Skills, Special Knowledge, Abilities, and Attributes**

- Demonstrated ability to exercise sound judgment.
- Ability to communicate clearly and concisely.
- Ability to plan and be organized.
- Ability to work well under pressure, take initiative and be flexible and cooperative.
- Ability to maintain confidentiality of patient information and UCHC company records.
- Ability to work effectively with both employees and managers.
- Ability to convey a positive and professional image to patients and employees.
- Ability to utilize, at a minimum, the basic use of Microsoft Office including Word, Excel, Outlook, and other computer programs and applications in ways that facilitate panel management.
- Must be able to operate computer and office equipment and software.
- Must be able to communicate at various socioeconomic levels with multicultural clients as required.
- Must be able to make decisions and perform job duties with minimal supervision.
- Must feel comfortable with discussing and informing patients with information regarding sensitive issues.

**Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

I, \_\_\_\_\_, have read and reviewed the Universal Community Health Center **Behavioral Health- Patient Care Coordinator** Job Description. I agree to perform the noted General Accountabilities listed above.

**Acknowledged by:**

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
(Signature)

**Witnessed by:**

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
(Signature)