



## Bartz-Altadonna Community Health Center

### Licensed Clinical Social Worker

**Classification: Exempt**  
**Location: Lancaster, CA**

**Reports to: Behavioral Health Manager**  
**Date Prepared: December 15, 2020**

#### **Our Commitment to Our Patients**

Bartz-Altadonna is a services business dedicated to helping people heal. Our patients are our customers. We always remember that the patients' needs always comes first and that while the "patient is not always right, the patient is never wrong."

We expect ourselves to always provide the highest quality customer service possible. We achieve this by providing polite, courteous, and prompt attention to the patient. This can include escalating patient concerns up the chain of command if needed.

We treat our patients courteously and give them proper attention at all times. We never regard a patient's question or concern as an interruption or an annoyance. We promptly respond to inquiries from patient's whether in person or by telephone promptly and professionally.

Our desire to assist the patient obtain the help he/she needs is evident through our conduct. A telephone caller is not left on hold for an extended period of time. We immediately identify the patient's concerns and direct incoming calls to the appropriate person and make sure the call is received. The same conduct applies to patients inside the facility. If an employee is unable to assist the patient with their concerns, we direct the patient to someone who is able to assist. We do not argue with the patient.

Another way we show our conduct is through documentation. All our correspondences and documentation, whether patient or non-patient related, are neatly prepared and free from error. We understand that attention to accuracy and detail in all paperwork demonstrates our service commitment to all whom we do business with.

Finally, we show our conduct through development of good overall business practices. We strive to develop and maintain a pleasant, efficient, and fair work environment that fosters cooperation and understanding. We achieve this by being:

- On time and ready for work at the beginning of their workday
- Careful and conscientious in the performance of their work
- Respectful and considerate of others
- Courteous and helpful when dealing with patients, other staff members and with volunteers, supporters, and the general public.

## **Summary**

The LCSW will maximize the quality of the client experience and clinical outcomes while minimizing costs through an integrated, team-oriented, strengths-based healthcare approach; raising staff and trainees to their highest level of skill. This position works closely with adults and possibly youth clients and families; behavioral health, medical, and other health care staff; working with local agencies to meet clients' multiple clinical and non-clinical health needs. The LCSW will provide direct behavioral health treatment services for a wide spectrum of age groups and psychiatric conditions, in addition to clinical intakes, assessments, consultation, and crisis services.

## **Essential Functions**

1. Performs all job functions in a professional and courteous manner. This includes answering all general phone call timely. Provide excellent customer service to internal and external clients/patients by being responsive to all inquiries in a timely manner.
2. Will conduct brief screenings to evaluate the needs of adults and older adults, adolescents, and/or children for mental health and support services, based on medical record, referral, direct interview and interaction with the family and/or discussion with other staff members who interact with the family.
3. Provide licensed level behavioral health services in low-intensity/brief treatment, problem-solving therapy and behavioral activation in a culturally, linguistically and age appropriate manner.
4. Develop, implement, and evaluate plans for the provision of mental health and support services jointly with the family, Psychiatrist, Medical Provider(s), and other staff members as appropriate.
5. Provide early interventions and referrals to specialty mental health services, including referral for more intensive psychological or psychiatric support services, if needed.
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7. Assist patients with determining eligibility for health coverage programs and other programs as needed. This includes assistance with forms, making initial contacts and appointments for the patient. Follow-up with the patient to ensure linkages to services are made.
8. Document findings in patient's medical records according to established protocol. Submit quarterly reports on number of unduplicated clients, behavioral health consultations, screenings, assessments and brief treatment encounters provided.
9. Maintain confidentiality regarding privileged administrative and client information in a professional manner.

10. Performs job duties collaboratively with health center management and exercises good judgement.
11. Maintain documentation of all counseling sessions and other services in compliance with agency policies and procedures, contracts, and other regulatory requirements.
12. Fosters and promotes a culture of service excellence and accountability.
13. Consistently adheres to a high standard of professional ethics; conducts self in an ethical manner and is a role model to others.
14. Complies with organizational policies and procedures.
15. Promote and believe in BACHC mission statement "Helping People Heal".
16. Believe and align with BACHC core Values of Compassion, Respect, Integrity, Accountability and Teamwork.
17. Treat everyone equally regardless of racial, ethnic, religious, social, and economic status or background.
18. Perform other duties as assigned.

### **Skills and Competencies**

- Decision Making
- Collaboration Skills
- Results Driven
- Communication Proficiency
- Technical Capacity
- Teamwork Orientation
- Thoroughness
- Flexibility

### **Physical Demands**

This is mostly in an office setting; however, this position may require sitting for prolonged periods of time. Walking, bending, and reaching may be required as well.

### **Position Type and Expected Hours of Work**

This is a full-time position. Days and hours of work are Monday through Friday, hours range from 7:30am-6:30pm with occasional approved overtime.

**Travel**

On occasion travel will be required.

**Required Education and Experience**

1. Master's degree in social work, psychology, or related field (MSW, MA)
2. California license in social work
3. CPR Certified
4. Three to five years minimum clinical experience required, and supervisory experience preferred
5. Knowledge of integrated behavioral health, mental health recovery, harm reduction, age specific growth and development, crisis and behavior management is expected
6. Working knowledge of administrative practices and procedures, HIPAA regulations, policies and standards related to behavioral health

**Preferred Education and Experience**

1. Non-Profit / FQHC Clinic experience
2. Experience working with culturally diverse patients
3. Bilingual (English/Spanish)

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice to fit the needs of this position and BACHC.

**BACHC is an EEO and an At Will Employer**

**Signatures**

This job description has been approved by all levels of management:

Supervisor \_\_\_\_\_ Date \_\_\_\_\_

HR Director \_\_\_\_\_ Date \_\_\_\_\_

Chief Executive Officer \_\_\_\_\_ Date \_\_\_\_\_

**Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.**

Employee \_\_\_\_\_ Date \_\_\_\_\_