



Job Posting

Title: Behavioral Health Case Manager

Base Salary Range: \$52,099-\$57,787 - plus benefits

FTE: Full-Time Non-Exempt

Our Mission: The Mission of South Central Family Health Center is to improve the quality of life for the diverse Community of inner city Los Angeles by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. To lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient, and culturally responsive services.

General Summary: Responsible for working with BH patients to assist them in determining their needs, provide case management needs, develop a care plan as needed; link with medical, psychiatric, social, educational, and other services as needed. Assist with crises and coordinates support services and reviews progress toward goals. Supports BH Clinicians and program.

- One-on-one behavioral care assessment and education.
- Help patients with coping skills.
- Referral specialist (i2i, inbox and email)
- Oversee implementation of services for each client
- Document patient progress and treatment recommendations in EHR and other required systems to be shared with medical providers, psychiatric consultant, and other treating providers.
- Complete case plans and other documentation using requisite documentation and following established protocol.
- Assist in development and coordination of special assignments and programs.
- Maintain a professional attitude, confidentiality, and respect cultural differences.
- Conduct outreach and promote peer-based enhanced services.
- Identify opportunities and coordinate participation in community health/fairs community events to create access and linkage to services.
- Facilitate psychotropic medication support as prescribed by medical providers, with a primary in observing any potential side effects.
- Cultivate and execute wellness initiatives to enhance the Latino, Black and African American community's awareness of the interconnectedness of physical and mental well-being, promoting improved access to culturally competent services.
- Build partnerships with community resources including non-traditional resources to promote services and exchange of information and resources.
- Identify recruit, screen, and enroll individuals/families into the Certified Community Behavioral Health (CCBHC) program.
- Identify and develop initiatives to promote patient satisfaction and advocacy efforts,
- Collaborate in creating a tracking and evaluation system to analyze the effectiveness of outreach staff in generating patient referrals to SCFHC, ensuring a comprehensive assessment of their impact.
- Meet with school personnel once during the school year to inform and promote the mental health services offered by BH/MH at SCFHC, ensuring effective communication and collaboration with educational institutions to support the mental well-being of students.
- Send test actions to medical providers to inform them about the patient's mental health services.



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- Working knowledge of evidence-based psychosocial treatments and brief behavioral interventions for common mental health disorders, when appropriate (e.g., motivational interviewing, problem-solving treatment, behavioral activation).
- Basic knowledge of psychopharmacology for common mental health disorders that is within appropriate scope of practice for type of provider filling role.
- Experience with evidence-based counseling techniques.
- Facilitate effective communication by providing language translation services as needed, ensuring accessibility to behavioral health information and resources for diverse clients.
- Manage and coordinate client appointments efficiently, utilizing organizational systems and communication channels to ensure timely access to behavioral health services.
- Perform client National Outcome Measures (NOMs) baseline, reassessments, and discharge.
- Collaborate with Program Manager to identify patients who qualify for data collection for research study using the required National Outcome Measures (NOMs).
- Reengage patients back into the CCBHC program and other health services.
- Provide education and information to patients and their families, paying particular attention to providing education in a manner most suitable for an effective client learning experience.

Qualifications Licensure and Certifications:

- Bachelor's Degree in Mental Health or related field required.
- Must have minimum 3 + years' experience.
- Current on professional CME requirements
- Current BLS certification
- Proficient in crisis intervention and adept at collaborating with interdisciplinary teams to ensure comprehensive and cohesive patient care.
- Hands-on experience in navigating and advocating for clients within community resources and support services.
- Experience in facilitating group sessions or support programs is a plus.
- Knowledge of clinical objectives, programs, methods, procedures, and standards within area of expertise
- Outstanding interpersonal and community relations skills and the ability to communicate and work effectively within a diverse community.
- Knowledge of related accreditation and certification requirements

Top benefits or perks: As a team member at South Central Family Health Center, you'll enjoy competitive wages and generous benefits:

- Benefits: Health Care, Dental, Vision, and Life Insurance
- 403 (b) Retirement plan
- Education Reimbursement Career development: Entry-level employees have opportunities to work in management, HR or other areas of the company.

Contact/application information:

To apply please visit South Central Family Health Center's website at:

<https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>