

## **JOB DESCRIPTION**

Position Title: Behavioral Healthcare Manager	Department: Health Center Operations
Reports To: COO	Location: Health Centers
Reviewed by: Human Resources	FSLA Status: Full Time, Non-Exempt

### **SUMMARY OF POSITION:**

The Behavioral Health Care Manager is a core member of the collaborative care team, including the patient's medical provider and psychiatric consultant, as well as the larger primary care team or medical team. The behavioral health care manager is responsible for supporting and coordinating the mental and physical health care of UHPP patients on an assigned patient caseload with the patient's medical provider and, when appropriate, other mental health providers.

### **ESSENTIAL FUNCTIONS:**

#### **Collaborative Care**

- Support the mental and physical health care of patients on an assigned patient caseload. Closely coordinate care with the patient's medical provider and, when appropriate, other mental health providers.
- Screen and assess patients for common mental health and substance abuse disorders. Facilitate patient engagement and follow-up care.
- Provide patient education about common mental health and substance abuse disorders and the available treatment options.
- Systematically track treatment response and monitor patients (in person or by telephone) for changes in clinical symptoms and treatment side effects or complications.
- Support psychotropic medication management as prescribed by medical providers, focusing on treatment adherence monitoring, side effects, and effectiveness of treatment.
- Provide brief behavioral interventions using evidence-based techniques such as behavioral activation, problem-solving treatment, motivational interviewing, or other treatments as appropriate.
- Provide or facilitate in-clinic or outside referrals to evidence-based psychosocial treatments (e.g. problem-solving treatment or behavioral activation) as clinically indicated.
- Participate in regularly scheduled (usually weekly) caseload consultation with the psychiatric consultant and communicate resulting treatment recommendations to the patient's medical provider. Consultations will focus on patients new to the caseload and those who are not improving as expected under the current treatment plan. Case reviews may be conducted by telephone, video, or in person.
- Track patient follow up and clinical outcomes using a registry. Document in-person and telephone encounters in the registry and use the system to identify and re-engage patients. Registry functions can be accomplished through an EHR build, on a spreadsheet used in conjunction with an EHR, or can be built into a stand-alone clinical management tracking system that may or may not be linked to an EHR.

## Sexual Assault and Crime Victim Services

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- Participate in regularly scheduled (usually weekly) caseload consultation with the psychiatric consultant and communicate resulting treatment recommendations to the patient's medical provider. Consultations will focus on patients new to the caseload and those who are not improving as expected under the current treatment plan. Case reviews may be conducted by telephone, video, or in person.
- Track patient follow up and clinical outcomes using a registry. Document in-person and telephone encounters in the registry and use the system to identify and re-engage patients. Registry functions can be accomplished through an EHR build, on a spreadsheet used in conjunction with an EHR, or can be built into a stand-alone clinical management tracking system that may or may not be linked to an EHR.
- Document patient progress and treatment recommendations in EHR and other required systems so as to be shared with medical providers, psychiatric consultant, and other treating providers.
- Facilitate treatment plan changes for patients who are not improving as expected in consultation with the medical provider and the psychiatric consultant and who may need more intensive or more specialized mental health care.
- Facilitate referrals for clinically indicated services outside of the organization (e.g., social services such as housing assistance, vocational rehabilitation, mental health specialty care, substance abuse treatment).
- Develop and complete relapse prevention self-management plan with patients who have achieved their treatment goals and are soon to be discharged from the caseload.
- Ensure all OSHA, Title X, UHPP, and PPFA guidelines and protocols are followed regarding all services. (Including but not limited to client, personnel, fiscal, risk management, safety, pharmacy and quality assurance.)
- Recognize trends and practice patterns and identify provider resources to improve integration efforts that promote patient-centered care.
- Participate in a team approach to patient care, being cognizant of and responsive to the needs of patients and all health center personnel, including clinicians, in the clinic setting.
- Participate in conferences, health fairs and workshops as requested.
- Work out of other health centers as needed and for coverage purposes as determined by the agency
- Participate in periodic trainings, meetings at the affiliate-wide level and within the community as needed
- Perform all other duties as assigned by the VP of Patient Services and/or the Chief Executive Officer.

**QUALIFICATIONS:**

It is recommended that Behavioral Health Care Managers have specialized training and meet clinical licensure requirements to be able to provide brief psychosocial interventions such as problem-solving treatment.

**EDUCATION, LICENSURE AND EXPERIENCE:**

At least one of the following:

- Licensed Mental Health Counselor/Professional Counselor
- Licensed Marriage and Family Therapist
- Licensed Social Worker
- Registered Nurse (BSN recommended)
- Nurse Practitioner
- Licensed Psychologist
- Masters-level licensure candidate/trainee (e.g. LMSW)

**Additional Requirements:**

- Bachelor's Degree required, Master's degree preferred.
- A minimum 2 years clinical utilization management/case management experience required.
- Demonstrated ability to collaborate and communicate effectively in a team setting.
- Ability to maintain effective and professional relationships with patient and other members of the care team.
- Experience with screening for common mental health and/or substance abuse disorders.
- Working knowledge of differential diagnosis of common mental health and/or substance abuse disorders, when appropriate.
- Ability to effectively engage patients in a therapeutic relationship, when appropriate.
- Ability to work with patients by telephone as well as in person.
- Experience with assessment and treatment planning for common mental health and/or substance use disorders.
- 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
- A current understanding community resources available, social services and other community supports for patients in need of behavioral health care, recovery from chemical addictions or substance abuse and other services available locally.
- Possesses experience with a wide variety of computer software including Microsoft Office, and Electronic Health Records.

**EXPECTATIONS**

- Excellent organizational, creative problem solver.

- Ability to effectively support a diverse clientele with respect, compassion and without judgement.
- Ability to lead and work comfortably in a team setting.
- Ability to work flexible schedule including evenings and weekends
- Commitment to the mission of Planned Parenthood.
- Qualified driver's license and daily availability to an automobile.

#### **CULTURAL AWARENESS:**

All employees are required to demonstrate the importance of the ethical cultural awareness commitment of Planned Parenthood by:

- Demonstrating empathy; recognizing inherent worth, and treating individuals with respect
- Protecting confidentiality of staff and patients
- Appreciating the Planned Parenthood culture and its function in human behavior, and recognizing cultural strengths
- Seeking to understand patient's cultures and value of diversity to be able to provide competent services.

#### **CUSTOMER SERVICE:**

- Builds and maintains positive, quality relationships with clients, both internal, (colleagues) and external (patients, clients, donors, etc.,)
- Demonstrates commitment to exceeding expectations at every opportunity
- Responds positively to client concerns and demonstrates effective problem-solving skills
- Consistently interacts positively with internal and external customers
- Always wear a UHPP identifying name tag when working

#### **LANGUAGE SKILLS:**

- Must be a professional-level English speaker; Bilingual in Spanish is a plus

#### **RISK & QUALITY MANAGEMENT (RQM):**

- Makes a commitment to participate in UHPP's Risk and Quality initiatives

#### **MANDATORY REPORTING:**

- Planned Parenthood has zero tolerance for non-compliance with our policies and procedure for addressing situations that endanger the welfare of minors, including our policies and procedures relating to state mandatory reporting laws.

#### **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.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; The employee must occasionally lift and/or move up to 25 lbs. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

#### **WORK ENVIRONMENT:**

- The employee will be exposed to prolonged periods of time facing a computer monitor both in his or her own office and at the assigned medical centers.
- Noise levels will be moderate while at the centers.

- It is the policy of UHPP to require every employee to dress professionally and appropriately for his or her position. Each employee represents UHPP to its patients, vendors and visitors.

**OTHER:**

1. This job description is not intended to be all inclusive. The employee will also perform other reasonable related duties as assigned by the supervisor or management.
2. Management reserves the right to change, assign or reassign job duties and hours as needs prevail. This document is for management communication only and not intended to imply a written or implied contract of employment.
3. I have read and understand this job description. I agree to accept the responsibilities and duties as outlined.
4. I understand that UHPP is an "at will" employer.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

HR Signature: \_\_\_\_\_

Date: \_\_\_\_\_