

Health District

OF NORTHERN LARIMER COUNTY

Position Description

Position Title	Clinical Care Coordination Specialist – Community Based
Department	Mental Health and Substance Use Connections Child, Adolescent, and Young Adult Connections (CAYAC)
Salary Grade	S3
Reports To	Mental Health Connections Manager

Position Overview

The Community Based Clinical Care Coordination Specialist is responsible for aiding individuals in meeting their behavioral health goals by connecting individuals or families to appropriate behavioral health community services and resources, including (CAYAC) in-house services. As part of the CAYAC multi-disciplinary team, the Care Coordination Specialist will collaborate with community partners to provide individuals and families with exceptional and timely attention to their behavioral health and substance use needs. The position will work directly with various school counselors and be the initial point of contact to determine the appropriate level of care. The position will be responsible for ensuring the multi-disciplinary team is engaging in open communication with the client, client’s family, community partners, and community providers. The Care Coordination Specialist will also assist clients and families with accessing other needed community services and benefits, finding affordable care, receiving needed follow-up services, and on-going support.

The Care Coordination Specialist must possess general knowledge of behavioral health and substance use disorders and treatment; however, this is not a position that provides individual or group counseling. Instead, the position provides a wide range of assistance related to facilitating behavioral health care and services for those in need.

Supervision and Fiscal Responsibilities

This position has no supervisory or fiscal responsibilities.

Examples of Duties

Client Screening and Needs Assessment

- Conducts initial screening to assess needs and requests for services to provide matching referrals to external community providers or internal services as appropriate.
- Links individuals and families with intake providers for in-house services, if appropriate, via a warm hand-off.
- Assists with obtaining previous assessments from outside organizations to reduce over assessment and ensure appropriate communication and coordination of results for in-house psychiatry and/or psychological testing.
- Monitors assessment process and at the discretion of the individual or family, assures appropriate communication back to referral sources.

Mental Health Information and Education

- Answers client/family questions and addresses concerns, provides educational materials and other information; and provides guidance to assist the client/family in assessing treatment options and in making treatment decisions.
- Utilizes information and referral resources to research and provides information to the client/family on behavioral health topics, disorders, assessments, services, providers, and treatment approaches and options.

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- Helps client/family understand the potential course of treatment or services and assists them in anticipating and addressing potential challenges and barriers to success.

Referral and Linkage

- Utilizes information and referral resources and knowledge to identify options for services, support and treatment and collaborates with client/family in determination of next steps.
- Makes active and timely referrals and linkages to care options by connecting clients directly, utilizing care coordination platforms, making initial contact with the service/provider, making a personal introduction and/or other proactive methods of ensuring completion of next steps to care.

Crisis Intervention and Management

- Utilizes crisis intervention model to respond to clients in crisis and connects clients to appropriate crisis resources.

Family Navigation

- Assists client/family in navigating complex systems to reduce barriers to improved mental, social, family, and physical well-being. May include service-planning, advocacy, research, working with others in client's treatment system, monitoring, follow-up, etc.
- Provides an ongoing brief source of support, advocacy and contact for those with intensive care coordination needs to ensure consistency of service provision.
- May convene multi-agency staffing or case consultation as needed for client/family with complex needs and/or involvement with multiple agencies.
- Facilitates warm hand-offs to community service providers.

Follow-Up

- Contacts clients after providing specific service to determine follow-through with plan, barriers encountered, additional client needs, and client suggestions for service considerations.
- Provides outreach to clients who have not followed through with services, or who missed an appointment.
- Checks in regularly with client/family specifically identified as needing more intensive assistance until family establishes care with a long-term provider.
- Provides updates to referral source.

Psychiatric Medication Referrals

- Works with in-house providers for short-term evaluation and medication monitoring.

Other

- Maintains information on identified barriers to services.
- Obtains appropriate releases and maintains appropriate client/family record keeping.
- Participates in outreach and public education activities, which may include serving as a liaison with designated outside partnering agencies, providing workshops and training, and/or contacting organizations and agencies to provide information on the services offered by Connections.
- Actively pursues continuing education in aspects related to job functions.
- Develops and maintains positive, professional, and productive relationships with consumers, the public, other agencies, co-workers, and supervisors.
- Works as a team-member, participating in group meetings, staffings, group supervision sessions, retreats, trainings, and special events as necessary.
- Performs other duties as assigned by the Mental Health Connections Manager.

Qualifications

- Bachelor's degree in social work, public health, human services, or another human service-related field.
- A minimum of two years of experience working in the behavioral health field.
- A minimum of one year of experience working as a client navigator, or in care coordination/case management position in a behavioral health setting.
- Knowledge of diversity, equity, and inclusion with ability to engage, communicate, interact, and work effectively and cooperatively with people of different backgrounds and identities, including cultural

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beliefs, customs, socioeconomic status, abilities, genders, gender identities, and culturally diverse communities.

- Experience working with diverse populations is desired.
- Experience and high comfort level with talking and communicating directly with clients and families about treatment needs.
- Basic knowledge of general behavioral health issues specific to children, adolescents, and/or young adults.
- Experience working specifically with children, adolescents, and/or young adults and their families is preferred.
- Ability to maintain confidentiality with protected client information.
- Ability to communicate well verbally and in writing, and to keep accurate and complete records.
- Ability to apply crisis intervention models to manage and diffuse intense emotional and/or potentially hostile situations.
- Knowledge of and experience with strength-based models and interventions.
- Experience and/or training in trauma-informed approaches is desired.
- Knowledge of commonly used psychiatric medications and understanding of medication side effects and potential medication reactions.
- Ability to develop and maintain positive, productive, professional relationships with agencies, treatment professionals, co-workers, and clients.
- Ability to participate as an active member of a multi-agency team and work closely with a wide range of professionals on the team and in the community.
- Experience navigating behavioral health service plans and services with a wide range of community agencies, treatment and care providers, and others.
- Ability to research, locate, access, and utilize available resources, both internal and community based.
- Extensive knowledge of local behavioral health systems and referral sources is desired.
- Ability to work both cooperatively and independently.
- Regular, reliable, and on-time attendance is an essential function of this position.
- Excellent organizational skills.
- Written and oral fluency in English required and Spanish language is preferred.
- Basic skills in Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook).
- Requires Reliable Transportation; Valid driver's license and auto insurance if reliable transportation is by personal automobile.
- Must comply with infection control policies for this position. Requirements include providing documentation of MMR, Varicella, and Tdap immunizations and compliance with tuberculosis training, screening, and testing on hire.

The above job definition information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Job duties and responsibilities are subject to change based on changing business needs and conditions.

Work Environment

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.

- Must have close visual acuity to perform activities such as: preparing and analyzing data and figures, viewing a computer monitor, extensive reading.
- Must be able to sit or stand for prolonged periods.
- Must have eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, telephone, photocopier, and other office equipment.

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- Must have the ability to move from place to place on the job.
- Must have the ability to communicate information and ideas verbally so others will understand.

General Benefits Description - For qualifying employees, the Health District provides paid time off, medical, and dental insurance, life, and disability insurance, 401(a) employer match, and a robust employee wellness and recognition program. Vision insurance and an additional pre-tax retirement plan are offered. A complete list of benefits can be found on the Health District website.

Equal Opportunity Employer - The Health District is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, ethnic or national origin, ancestry, age, sex, pregnancy, disability, genetic information, veteran status, gender, marital status, sexual orientation, gender identity or expression, religion (creed), political beliefs, or any other characteristic protected by federal, state, or local laws.