

Health District

OF NORTHERN LARIMER COUNTY

Position Description

Position Title Clinical Care Coordination Specialist – Community Based

Salary Level/Grade S3

Position Overview

The Clinical Care Coordination Specialist – Community Based is an intermediate level individual contributor that is responsible for educating and referring clients or families to appropriate community services and assisting them by providing referrals or recommendations to community agencies. The position is responsible for ensuring the multi-disciplinary team is engaging in open communication with the client, client’s family, and community providers. The position will assist clients and families with benefits acquisition, finding affordable care, receiving needed follow-up services and on-going support, and works under moderate supervision. The Specialist will work directly with various school counselors and is part of an initial point of contact team to determine the appropriate level of care.

Supervision and Fiscal Responsibilities

No direct reports or fiscal responsibility.

Examples of Duties

- Completes client screening, intake, and assessment processes, links with assessment providers, monitors assessment process, performs outreach activities, and assures appropriate communication and follow up.
- Utilizes information and referral resources to link clients to possible options for services.
- Provides mental health information and education to clients and families, responds to queries or concerns, and assists with potential barriers to success of programs.
- Assists clients and families navigate complex systems to reduce barriers to improved mental, social, family, and physical functioning, and provides an ongoing source of support.
- Follows up with clients after providing services to determine follow-through with plan, barriers encountered, additional needs, and suggestions for improvement of services.
- Assesses appropriateness for Connections low-cost counseling program or other community sliding fee services.
- Assists with obtaining previous assessments from outside organizations.
- Develops and maintains positive, professional, and productive relationships with consumers, the public, other agencies, co-workers, and supervisors.

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 a 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, Skills, & Abilities

- Knowledge of and experience with strength-based models and interventions.
- Knowledge of and ability to use brief intervention/solution focused treatment models with individuals and families.
- Knowledge of, and skills in, implementing family educator, family navigator, or case management practices.

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- Knowledge of, and experience in, navigating mental health service plans and services with a wide range of community agencies, treatment, care providers, and others.
- Commitment to contributing to an inclusive and equitable working and learning environment.
- Ability to effectively interact, work, and develop meaningful relationships with people of diverse backgrounds, including cultures, beliefs, customs, socioeconomic statuses, abilities, genders, gender identities, and sexualities.
- Ability to research, locate, access and utilize available resources, both internal and community based.
- 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.
- 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.
- 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 maintain confidentiality with protected client information.
- Good computer skills with the ability to learn new software.
- Good verbal and written communication skills and ability to keep accurate records.
- Strong critical thinking, problem-solving and excellent organizational skills.
- Strong attention to detail with a high level of accuracy.
- Ability to balance multiple demands, work both cooperatively within a team and independently.
- Regular, reliable, and on-time attendance is an essential function of this position.
- Written and oral fluency in English required and Spanish language is preferred.

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 accommodation 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.
- 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.
- Requires reliable transportation; valid driver's license and auto insurance if reliable transportation is by personal automobile.

Infection Prevention

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.

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Equal Opportunity Employer

The Health District is committed to creating an equitable and inclusive workplace and proudly serves as an Equal Opportunity Employer. We welcome applicants from all backgrounds and ensure that all qualified candidates 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.

We believe that diverse backgrounds and perspectives strengthen our organization, so we consider a combination of experiences to meet minimum qualifications. Experience may include related knowledge, skills, abilities, education, work, and lived/living experience. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.