



Behavioral Health Care Manager

POSITION SUMMARY

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 patients on an assigned patient caseload with the patient's medical provider and, when appropriate, other mental health providers.

PRIMARY ACCOUNTABILITIES

1. 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.
2. Screen and assess patients for common mental health and substance abuse disorders. Facilitate patient engagement and follow-up care.
3. Provide patient education about common mental health and substance abuse disorders and the available treatment options.
4. Systematically track treatment response and monitor patients (in person or by telephone) for changes in clinical symptoms and treatment side effects or complications.
5. Support psychotropic medication management as prescribed by medical providers, focusing on treatment adherence monitoring, side effects, and effectiveness of treatment.
6. Provide or facilitate in-clinic or outside referrals to evidence-based psychosocial treatments as clinically indicated.
7. 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.
8. 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.
9. 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.
10. 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.
11. 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).
12. 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.

POSITION REQUIREMENTS

Education

- The behavioral health care manager must have formal education or specialized training in behavioral health such as social work, nursing, or psychology.

- Must have a minimum of a bachelor's degree in a behavioral health field (such as in clinical social work or psychology), or be a clinician with behavioral health training, including RNs and LPNs

Experience

- 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.
- 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.

Physical/Environmental

- Normal accessibility and mobility throughout the region required.
- Normal overtime/extended work hours.

This is a full time position. Compensation is dependent upon qualifications and experience.

We are an FQHC and are tasked with providing a quality health care experience for all members of the community.

We offer benefits including: 401(k) employer contributions; Life, Medical, Dental and Vision Insurance; HRA, FSA and DCAP; Short and Long Term Disability Insurance; paid holidays and earned Paid Time Off.

Submit Cover Letter and Resume to: resumes@nohn-pa.org