



**WASATCH HOMELESS HEALTH CARE, INC.
POSITION POSTING**

Position Title: Behavioral Health Patient Support Specialist
Department: Behavioral Health
Supervisor: Therapist

Status: Full-time
Date: September 2017
FSLA Status: Non-exempt
Salary Range: \$30,000 - \$40,000

OVERVIEW:

The Behavioral Health Case Manager is responsible for assisting patients in gaining access to needed medical, social, educational, and other support services. The case manager will work with individuals with substance abuse disorders and co-occurring mental health conditions to coordinate services both within 4th Street Clinic and among other community providers, on-site and off-site. Case management services will include referral and follow up services for medical care, housing, eligibility assistance, transportation, and other needs identified by the patient.

Core Responsibilities

- Work collaboratively with members of the behavioral health team to identify patients that need targeted supportive services.
- Conduct an assessment for all patients identified by the behavioral health team to identify additional needs.
- Develop and update on a regular basis a patient centered treatment plan that builds upon areas of need identified on the case management assessment.
- Coordinate the delivery of medical, behavioral health, and supportive services for patients within the clinic and with community partners.
- Collaborate with other service providers to ensure continuity of care for behavioral health patients.
- Assist patients with linkages to other community organizations and service providers who can help meet patient needs.
- Serve as the primary point of contact for behavioral health patients transitioning to and from institutional settings such as jail or hospitals to ensure continuity of care and coordinated reentry.
- Complete, and maintain, the state certification for case manager.
- Maintain case management data to facilitate reporting and the monitoring of quality.
- Maintain accurate and up to date records in the clinic's electronic medical record.
- Other duties as assigned.



Qualifications:

- Relevant experience with the population
- Strong interpersonal skills
- Progressive and self-motivated
- Able to multi task
- Skilled in effective oral communication techniques; able to communicate technical material or highly complex issues
- Ability to write effectively to capture details and relevant information regarding patient care referral and follow up care
- Bilingual preferred, but not mandatory
- Experience in working with individuals with mental health and substance abuse disorders
- Certified Case Manager preferred.

Education

- Bachelor's degree preferred; will consider combination of education and experience in lieu of degree