



WASATCH HOMELESS HEALTH CARE, INC. dba Fourth Street Clinic POSITION DESCRIPTION

Position Title:	Behavioral Health Support Specialist	Date: 2/1/2019	
Department:	Behavioral Health	FSLA Status:	Exempt
Supervisor:	Clinical Behavioral Health Director	Salary Range:	Competitive
Status:	Full time	HIPSA/NHSC Score:	19
Travel:	CME		

Organization Overview and Function

Wasatch Homeless Health Care, Inc. (WHHC) dba Fourth Street Clinic, Salt Lake City's leading nonprofit health care provider for homeless Utahns operates with a core staff of 50 and a volunteer network of more than 150 individuals. Annually, the health center provides services to over 5,000 homeless men, women and children with 34,000 medical, behavioral health (including substance abuse), dental services, case management and health education classes. Fourth Street Clinic has an onsite pharmacy that provided over 60,000 prescriptions.

Fourth Street Clinic is seeking a **Behavioral Health Patient Support Specialist** interested in working in a progressive behavioral health program. Integrated health care teams made up of medical and behavioral healthcare professionals ensure patients have access to a wide array of services. Behavioral health services focus on screening, assessments, individual and group counseling, and medication management. Therapists act as treatment providers and advocates, helping clients gain access to resources while addressing their behavioral health needs, including mental illness and substance use disorders.

Duties & Responsibilities

The following information is intended to be representative of the essential functions performed by incumbents in this position and is not all-inclusive.

- Work Collaboratively with members of the behavioral health and primary care teams to identify patients that need targeted supportive services.
- Conduct an assessment for all patients identified by the behavioral health and primary care teams 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.
- Helps patient obtain necessary resources.
- Collaborate with other service providers to ensure continuity of care.
- Assist patients with linkages to other community organizations and service providers who can help meet patient needs.
- Serve as a primary point of contact for patients transitioning to and from institutional settings such as jail for hospitals to ensure continuity of care and coordinated reentry.
- Complete, and maintain, the state certification for case manager.
- Maintain Knowledge of clinic policies, procedures, systems, and electronic health record
- 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 and ensure accuracy for billing.

- Obtain and maintain state case management certification
- Other duties as assigned.

Necessary skills/attributes

- Competency in working with coordinating appropriate services and resources for the behavioral health populations
- Ethical and professional behavior
- Demonstrate excellent communication skills and be capable of working with diverse populations
- Interact and collaborate with professionals from many different social service and government agencies
- Demonstrate emotional resilience and stability
- Ability to work quickly when needed and be flexible with scheduling, must be able to remain calm in tense and/or chaotic situation

Supervisory Relationships

This position reports to the Behavioral Health Clinical Director.

Qualifications

- Bachelor's degree from a four-year college or university in psychology, social work, or related field.
- BLS certified within 90 days of hire
- Bilingual English/Spanish preferred
- Must be able to pass a background check