

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

- Complete client screening, intake, and assessment processes, link with assessment providers, monitor assessment process, perform outreach activities, and assure appropriate communication and follow up.
- Utilize information and referral resources to link clients to possible options for services.
- Provide mental health information and education to clients and families, respond to queries or concerns, and assist with potential barriers to success of programs.
- Assist clients and families navigate complex systems to reduce barriers to improved mental, social, family, and physical functioning, and provide an ongoing source of support.
- Follow up with clients after providing services to determine follow-through with plan, barriers encountered, additional needs, and suggestions for improvement of services.
- Assess appropriateness for Connections low-cost counseling program or other community sliding fee services.
- Assist with obtaining previous assessments from outside organizations.
- Develop and maintain 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.
- Ability to effectively interact, work, and develop meaningful relationships with people of diverse backgrounds, including cultural, beliefs, customs, socioeconomic status, abilities, genders, and gender identities.
- 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.

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.

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.

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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.