

POSITION TITLE: Mental Health Case Coordinator

REPORTS TO: Director of Behavioral Health

POSITION(S) SUPERVISED: None

WORK HOURS/TRAVEL REQUIREMENT: Part Time, M-F, 20 hours/week.

SALARY RANGE: \$10.50 -\$15.77/hour

STATUS: Non-Exempt

POSITION QUALIFICATIONS: Must have basic computer/office knowledge. Must be bilingual (English/Spanish).

EDUCATION REQUIRED: High school diploma or GED. Enrolled in, or completed a bachelor's degree in Social/Behavioral Science.

EXPERIENCE REQUIRED: Must have experience working in an office setting.

POSITION SUMMARY:

The coordination of care services is the primary responsibility of a Mental Health Case Coordinator. Care coordination helps to ensure that a patient's needs are being met and prevents the fragmentation of care. The Case Coordinator will facilitate overall office and clerical duties associated with the Department of Mental Health. He/she is responsible for scheduling initial and follow-up appointments, checking patients in and out of appointments, managing consents and releases, following up on intakes, and general office correspondence.

The Case Coordinator will also work directly with Director of Behavioral Health and the CSWs to assist in assessments (psychometrics), and case/crisis management. He/she will advocate for the patients, taking necessary steps to ensure that patients who are unable to advocate for themselves don't fall between the cracks. The Case Coordinator will also, on occasion, provide translation and interpretation assistance; as such, he/she must be bilingual in English and Spanish.

When the case coordinator first meets with a patient, he/she will perform an assessment to gain background information and obtain psychosocial information, such as the patient's previous treatment experiences, family history, medical and psychiatric history and social support network. The case coordinator uses this information to evaluate any unmet needs and to obtain information on what services the patient is currently receiving.

The Mental Health Case Coordinator may perform additional responsibilities, depending on the specific needs of the patient and scope of the organization. He/she will perform administrative tasks, such as compiling and maintaining case files or completing treatment plans.

A qualified Case Coordinator must be a 'people' person. He/she must have excellent communication skills (reading, writing, and speaking). He/she must be outgoing and personable, and they must be sensitive to multicultural issues associated with the variety of patient backgrounds. The ideal candidate for this position will either be studying, or will have completed a degree in Social/Behavioral Science. Experience and/or training in a medical setting is preferred, but not required.

MCHC is a Patient Centered Medical Home. This includes all staff members working as a team alongside patients to achieve a higher quality primary care experience. This position is integral to this process.