



His Branches, Inc. Position Description

Behavioral Health Care Manager

Department	His Branches Health	Pay Range	36,000 - 52,0000
Reports To	Medical Director	Effective Date	July 1, 2018
Status	Full-Time, Exempt	CEO Initials	

Position Summary

The behavioral health care manager collaborates with primary health care teams and the psychiatric consultant to identify and manage the mental health care needs of an assigned caseload of patients, by screening by and assessing patients for common mental health and substance use disorders; facilitating patient engagement and follow-up care; measuring the impact of evidence-based behavioral interventions; and regularly re-assess the patient's progress and risk for incurring adverse mental and physical health outcomes.

Responsibilities

- Closely coordinate care with the patient's primary care team and other mental health providers.
- Assess patient's level of health literacy and provide patient education about common mental health and substance use disorders and available treatment options.
- Establish trusting relationships with patients, to encourage effective intervention and support.
- Conduct initial and regular subsequent assessments of the patient's condition, needs, preferences, and clinical and psychosocial barriers.
- Provide brief, culturally competent behavioral interventions using evidence-based techniques such as behavioral activation, problem-solving treatment, motivational interviewing, or other treatments as appropriate.
- Support the patient in identification of actionable goals and develop a plan of care to optimize health outcomes.
- Support psychotropic medication management as prescribed by the patient's provider(s), focusing on treatment adherence monitoring, side effects and effectiveness of treatment.
- Conduct medication reconciliation, and communicate the need for medication adjustment with the consulting psychiatrist, and primary care team.
- Systematically track treatment response and monitor patients (in person and/or by telephone) for changes in clinical symptoms and treatment side effects or complications.
- Provide or facilitate referrals to social services and evidence-based psychosocial treatments as clinically indicated.
- Participate in regularly scheduled (usually weekly) caseload consultation with the psychiatrist consultant and communicate resulting treatment recommendations to the patient's provider.
- Document patient progress and treatment recommendations in the EMR and registry to be shared with the primary care provider, consulting psychiatrist and care team.
- Track patient follow-up and clinical outcomes using a registry.
- Facilitate treatment plan changes for patients who are not improving as expected.
- Develop and complete a relapse prevention self-management plan with patients who have achieved their treatment goals and are soon to be discharged from the caseload.
- Ensure language access/translation capability.
- Handle confidential information in accordance with HIPAA, state, and federal privacy and confidentiality rules.

Skills, Experience, and Knowledge

- Ability to form collaborative partnerships across all service settings.
- Working knowledge of health care in a variety of settings
- Ability to engage patients in a therapeutic relationship, and communicate by telephone, as well as in person.
- Experience with assessment and treatment planning for common mental health and/or substance use disorders.
- Experience with evidence-based techniques such as behavioral activation, problem-solving treatment, motivational interviewing.
- Working knowledge of community resources.
- Ability to assimilate new information and technologies into daily work.
- Competent in Microsoft Office

Education

- Graduate of an approved school of nursing with RN license to practice in NYS, or Bachelor’s degree in social work or related discipline.

Behavior and Ethics

- Agrees with His Branches Core Values, Purpose, and Vision
- Treats all information about patients and their treatments as strictly confidential.
- Maintains cooperative spirit, dependability, and team attitude with all staff.

Working Conditions

- Assigned office space in well-lighted and ventilated office setting.
- Requires hand dexterity for office machine operation, stooping and bending for files and supplies, mobility to complete errands or deliveries, and sitting and standing associated with a normal office environment.
- Occasional stress from balancing multiple tasks and dealing with angry or upset people.

Disclaimers

- This description is intended to provide only basic guidelines for meeting job requirements.
- Responsibilities, required skills and knowledge, and working conditions may change as needs evolve.
- Nothing within this job description is intended to offer a contract or a guarantee of continued employment.

Acknowledgment

I have read and understand my job description, and I have discussed my job requirements and responsibilities with my supervisor.

Employee Signature

Supervisor Signature

Employee Name

Supervisor Name

Date