

Moses Lake Community Health Center Job Description

Job Title: Behavioral Health Consultant
Reports To: Chief Operating Officer
Effective Date: January 2012
Revised Date: October 2015

Primary Accountability

The Behavioral Health Consultant (BHC) works in the primary care clinic as a regular team member and delivers brief, consultation-based services to patients and Primary Care Providers (PCP). The BHC works with individuals, groups and families, providing evidence-based behavioral interventions for both mental and physical health conditions in patients of all ages. The care provided will assist in improving health and behavioral health outcomes for patients with acute, chronic or recurrent conditions.

Primary Duties & Responsibilities

1. Consistently exhibits Moses Lake Community Health Center's Service Standards for patients and co-workers
 - a. Welcoming- Looks forward to serving patients every day **B**
 - b. Caring- Treats others with caring, kindness and respect **B**
 - c. Helpful- Goes out of the way to help patients and each other **B**
 - d. Professional- Sets the highest standards for the care provided **B**
2. Follows the MLCHC Integrated Behavioral Health Program **I**
3. Maintains a visible presence and are available for consultation with PCPs regarding patients during clinic operating hours **B**
4. Provides PCPs with same-day feedback on client encounters through most effective means possible **I**
5. Available for same-day and scheduled initial consultations with patients referred by PCPs **B**
6. Performs brief, limited follow up visits with patients as needed **I**
7. Triage patients with severe or high-risk behavioral problems to Community BH Services or other community resources for specialty Mental Health/Substance Abuse services **I**
8. Provides a range of services including screening for common conditions, assessments, and related behavioral health interventions **H**
9. Works collaboratively with PCPs and medical support teams on intervention for patients with identified risk factors through the use of developed care plans **H**
10. Educates patients in self-management skills **I**
11. Where indicated, provides limited case management services to assist patients with development of self-management action plans and follows up with patients to monitor progress **H**
12. Educates PCPs in the basic principles of brief behavioral and cognitive behavioral interventions and reinforce their use in the medical visit **I**
13. Coordinates with promotora staff on patient needs related to community resource programs (housing, food, immigration, etc.) **B**
14. Prepares brief consultant notes for the medical chart that explain assessment findings, interventions delivered, and recommendations made to the PCP **I**
15. Maintains clinical records and other necessary paperwork in a timely manner to comply with all administrative regulations **B**
16. Complies with all state and federal mandated reporting requirements **B**
17. Tracks, Evaluates and Analyzes Behavioral Health Program **H**
18. Reports/Presents on Behavioral Health Program progress and target outcomes **I**

19. Maintains an up-to-date library of patient education materials for commonly seen problems. Identifies, reviews, and modifies educational materials for literacy level and cultural appropriateness under supervision **B**
20. Maintains a general knowledge of other mental health/social services in the community **B**
21. Presents the IBHP model to private and public programs and agencies in order to establish effective linkages and resources **B**
22. Assists in the development of clinical pathway programs, group medical appointments, classes, and behavioral focused practice protocols **I**
23. Participates in community outreach activities to provide behavioral health information and inform patients of how to access services at MLCHC/QCHC **B**
24. Quality Improvement duties and responsibilities
 - a. Utilizes the Plan, Do, Check, Act (PDCA) cycle **I**
 - b. Participates in clinical performance improvement activities **I**

General Development

1. Requires more advanced organizational skills, in order to organize projects or the work of others **I**
2. Job duties require the ability to provide leadership and motivation to others **H**
3. Job responsibilities require individual development of priorities for effective performance of duties, including re-prioritization in response to changes in circumstances **H**
4. Employees are able to effectively select from both established alternatives and to modify approaches in response to situations encountered **I**
5. Work requires consideration of the way the work affects other employees outside the department or functional area **H**
6. Duties require drawing conclusions using inference and logic, which may be different than the conclusions that could be drawn by others **H**

Professional & Technical Knowledge

The Behavioral Health Consultant (BHC) position requires an independent license to practice in a health care setting, such as a PhD/PsyD in psychology, a Masters in social work, or a Masters in counseling.

Technical Skills

1. Ability to prepare basic correspondence and simple reports in Microsoft Word **B**
2. Ability to create, send and manage email in Outlook **B**
3. Ability to use Microsoft Excel to create tables and simple displays of information **B**
4. Fully functional in use of the EMR program **I**
5. Ability to access and complete data entry in Centricity (CTI) **B**
6. Ability to create basic presentations in Microsoft PowerPoint **B**

Communication Skills

1. Job duties require the employee to effectively communicate basic or non-technical information to co-workers and others **B**
2. Employees are required to negotiate resolutions to complex situations which may be inherently adversarial **H**
3. Job duties require the compilation and analysis of information prepared in effective written form, including correspondence, reports, articles or other documentation **I**
4. Duties involve convincing others to take actions, or to behave in a specific way desired by the employee **I**

Work Environment

Work is performed in an office environment

Additional Job Requirements

Must have reliable transportation and provide documentation of auto insurance and valid driver's license as required.

Must have a current Mental Health Counselor Associate or Mental Health Counselor License with the State of Washington

Blood/Fluid Exposure Risk

- Category I: Tasks routinely involve a potential for mucous membrane or skin contact exposure to blood, fluids or tissue. Use of personal protective equipment (PPE), when appropriate, is required
- Category II: Usual Tasks do not involve exposure to blood, body fluid, or tissues but may require performing Unplanned Category 1 tasks
- Category III: Tasks involve no greater exposure to blood, body fluids or tissues than would be encountered by a visit.

Typical Physical Demands

- Occasional lifting up to 30 pounds
- Frequent bending, walking, reaching and kneeling
- Good eyesight and vision for close work/computer screens
- Ability to communicate in person and on the phone
- Frequent use of the keyboard requiring manual dexterity
- Frequent writing requiring manual dexterity

Comments

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

Employee Signature Date

Supervisor Date

Human Resources Date