

## Community Health Alliance of Pasadena dba ChapCare Job Description

**Title:** Mental Behavioral Health Coordinator  
**Department:** Behavioral Health

### Summary

The Mental Health care Coordinator functions as a core member of a collaborative care team that involves the patient's primary care provider, a psychiatrist and other mental health providers that may be available in the primary care clinic. The care coordinator is responsible for supporting mental health care provided by primary care providers in consultation with a team psychiatrist and other mental health providers as appropriate. Is also responsible for coordinating referrals to clinically indicated services outside the primary care clinic (e.g., social services, mental health specialty care, and substance abuse treatment).

### Principal Duties and Responsibilities

- Provide appropriate linkages, referrals, coordination, and follow-up for patients to services and supports, including referrals and linkages to long-term services and supports.
- Provide health care appointment scheduling for patients to mental health, substance abuse, and physical health providers.
- Ensure patient has adequate transportation to and from appointments, including transporting patients directly as needed.
- Participate in discharge processes and communicate with other providers and family members.
- Communicate and collaborate with hospital emergency department staff to ensure the coordination of patient care and treatment
- Assist patients in obtaining necessary medications and increasing medication compliance
- Serve as a community educator by providing mental health information to relevant organizations and groups.
- Work closely with community resources and organizations in coordinating client services.
- Advocate for patients who may be vulnerable or need additional support.
- Complete and file all documentation as required in a timely manner.
- Ensure releases of information and other required documents are completed and filed.
- Attend provider team meetings to promote collaboration of service and treatment providers.
- Accomplish all tasks as appropriately assigned or requested

### Requirements

- Licensed health care professional with mental health experience (MSW; LCSW; RN; CNS; ARNP; Registered Mental Health Professional (MHP); Counselor (MA; MFT); clinical psychologist (PhD) preferred.

- Demonstrated ability to collaborate effectively in a team setting.
- Ability to maintain effective and professional relationships with clients and other members of the care team.
- Strong communication skills.
- Comfort with the pace of primary care.
- Ability to effectively engage clients in a therapeutic relationship.
- Ability to work with clients by telephone or in person.
- Experience with screening and assessment for common mental / substance use disorders.
- Working knowledge of differential diagnosis of common mental / substance use disorders.
- Working knowledge of evidence-based psychosocial treatments for common mental disorders.
- Familiarity with brief, structured counseling techniques (e.g., Motivational Interviewing, Behavioral Activation).
- Basic knowledge of psychopharmacology for common mental disorders.

### **Desire**

- Experience working with underserved, transient populations.
- Experience working with patients who have co-occurring mental health, substance abuse, and physical health problems.
- Experience with evidence-based counseling techniques (e.g. CBT or PST).
- Working knowledge of psychopharmacology.
- Experience working with safety net providers within the community and knowledge of community resources.