

Community Health Alliance of Pasadena dba ChapCare Job Description

Title: Substance Abuse Provider
Department: Behavioral Health

Summary

Community Health Alliance of Pasadena (ChapCare) Integrated Behavior Health Services Program (IBHSP) supports the health, development and growth of the patients in need. Through the close collaboration of Primary Care Providers to address the overall health of the patient. The IBHSP, model advocates integrated approach tailored to outpatient ambulatory care health center with the goal of providing comprehensive care. IBHSP is a holistic approach that aims to enhance to behavior treatment, improve treatment outcomes, and reduce the stigma associate with seeking behavioral treatment and substance abuse treatment.

Substance abuse treatment and recovery is part of the IBHSP for ChapCare's service population. The requirement for integrating Behavior Health and Substance Abuse is the co-occurring (COD) disorders that present within ChapCare's population. As part of the IBHSP, the Substance Abuse (SBP) provider will screen, assess, and refer as appropriate to other outpatient and/or inpatient treatment programs. SBP will collaborate with medical providers, pharmacist, behavior health, psychiatrist and others to address patients COD needs.

Essential Duties and Responsibilities

- Conduct screening interviews to determine the need for a drug and alcohol assessment and for emergent care services in the specific areas of detoxification, prenatal care, and psychiatric care; make referrals to appropriate health and human services agencies as needed based on the outcome of the screening interview
- Conduct confidential, quality assessments, that are gender-responsive and trauma-informed, utilizing ChapCare program criteria to determine the appropriate level of care
- Use a strengths-based and trauma-informed approach to work collaboratively with clients and internal and external team members to help support clients in their treatment and recovery
- Provide clinical consultation to referral resources, Mentors, family members, and others to help support clients in their recovery
- Work closely with clients to engage them in the decision-making process and help them understand the benefits of assessment and accessing the appropriate level of care as indicated
- Collect and review referral information upon assignment of clients from the referral source and consult with others as needed to support coordination of services and scheduling of client interviews
- Coordinate with the appointment scheduler as needed to contact clients to confirm appointment dates, times, and assessment locations
- Collect information from collateral resources to aid in determining diagnosis and need for treatment
- Based on assessments, make referrals to the most appropriate programs and agencies in an effort to help clients access the right level of care to best meet their treatment needs
- Monitor client access to and involvement with treatment and other providers to help address barriers to treatment and the recovery process; follow up with client within seven days of referral to assess process and client's satisfaction with adjusting to the program

- Model and support health and wellness activities and healthy coping skills for clients
- If client does not keep assessment appointment, follow up by phone, mail or email and offer to reschedule the appointment
- Work collaboratively with client's funding sources to obtain initial authorizations for reimbursement
- Complete paperwork requirements and maintain quality, up-to-date clinical records, including Outcomes Survey information and information for invoicing; enter necessary information into electronic medical records (EMR) system
- Consult with supervisor and/or psychiatrist as needed
- Maintain working knowledge of other drug and alcohol treatment agencies and programs and a list of resources that can be shared with clients
- Remain in compliance with internal and external policies, procedures, regulations, and standards, including all of ChapCare's policies and procedures and Quality Assurance and Quality Improvement requirements, State Licensing standards, County Monitoring requirements, and managed care regulations
- Participate in all assigned meetings, staff development, and training as required
- Provide back-up assistance to Behavior Health staff with group therapy and psycho-education groups as necessary

Job Requirements

- Master's degree in Social Work, Counseling, or related field plus one year of clinical experience in an alcohol or other drugs (AOD) or mental health setting preferred
- Bachelor's degree in Social Work, Counseling, or related field with two or more years in an AOD or mental health setting
- LCSW, LSW, or LPC preferred
- Combination of comparable skills, experience, and education
- Experience in an ambulatory/health center treatment environment or with gender-responsive care preferred
- Understanding and supportive of a trauma-informed system of care
- Experience with trauma-informed services, cognitive behavioral therapies including DBT, and motivational therapies including the use of incentives preferred
- Personal recovery experience not required, however, knowledge of recovery support systems and 12-Step programs preferred
- Strong interpersonal and engagement skills
- Strong organizational and time-management skills
- Excellent written and verbal communication skills
- Strong computer skills required; experience with EMR system a plus
- Ability to support the agency's mission and philosophy, and demonstrate sensitivity to cultural diversity and workplace harmony
- Value for and ability to deliver excellent customer service
- Self-directed and flexible to meet the needs of administration and management