

Clinical Service Coordinator – Hybrid

Position Summary: To provide proactive service coordination to individuals with complex needs. While maintaining caseload coverage for a diverse population, also provide support to peers for clients experiencing issues around mental health needs. Proactively provide clinical support to individuals and teams as part of the Clinical Adult Services Team. Work closely with our community mental health partners.

Essential Job Functions:

- Assist with referral for consultation and treatment as needed
- Establish working relationships with local and state mental health treatment programs. Assist individuals, families, and staff to access these programs.
- Assist individuals, families and staff with intake, continuity of care, sharing of evaluations and ensuring recommendations are followed through, disposition and treatment plans with team members attending appointments.
- Participate in liaison in the mental health partnership with Community Partners.
- Provide individual, family, team, and systemic clinical insights.

Service Coordination:

- **Advocacy role:** Advocate for the needs and wants of the individual to include promoting and protecting individual rights; report any human rights violations or service concerns.
- Facilitate the service agreement process, quarterly team meetings and other meetings as necessary
- Assist with referrals for consultation and treatment as needed.
- Provide assistance for individuals to access support services dependent upon their needs (i.e., residential /vocational, medical, dental, psychological services, adaptive equipment, community resources, etc.).
- Facilitate communication and maintain effective professional relationships with all members of the team.
- Maintain a working knowledge and adhere to all applicable state and federal program regulations.
- Identify and advocate needed funding for services
- Access assistance to individual's funds for clients who have specific needs which they cannot afford on their own.
- Use and maintain the Monthly Compliance Checklist to track and document core requirements per He-M 503.
- Complete required documentation and reporting using department tools and metrics
- Complete monthly Activity Exception Report from relational database to ensure quality work
- Follow the Guidelines for 503 that reflect the state mandated requirements for individuals under the He-M503 regulations.
- Be able to identify clients' needs based on Caseload Management Tool
- Effectively communicate with Supervisor, team, and stakeholders
- Respond appropriately to feedback and maintain or improve performance accordingly
- Ensure quality delivery of services.

Qualifications, Education and Experience:

Bachelor's degree in related field preferred or equivalent professional and educational experience, with an interest in increasing knowledge and skills related to behavioral health. Prefer a minimum of two years' experience as service coordinator/case manager or equivalent.

- High level of interpersonal skills to handle sensitive and confidential situations
- Ability to work independently and collaboratively in a team environment
- Ability to work as part of interdepartmental and interagency teams
- Ability to follow ethical guidelines
- Ability to work with complex systems and interest in the population is essential.
- Independent and organized work skills along with communication and writing skills are important.
- Experience working in a clinical capacity with individuals and families is preferred.
- Familiarity with cognitive and functional assessment tools a plus.
- Knowledge of service system and community resources.
- Proficiency in MS Office applications with solid organizational and time management skills.
- Possess reliable transportation, valid driver's license, and applicable vehicle insurance for business travel.