

Position Description:

Mental Health Resource Center is seeking a **Care Coordination – Suicide Prevention Team Leader** in Jacksonville.

The Care Coordination – Suicide Prevention Team Leader Coordinates the delivery of “Zero Suicide” services provided by the Care Coordination Suicide Prevention team. Works with Crisis Stabilization Units (CSUs), inpatient psychiatric facilities, emergency departments, and domestic violence shelters to develop and implement protocols and coordination of services for eligible participants. Ensures delivery of services in compliance with the Zero Suicide framework. Provides training to other agencies on program services and ensures protocols are followed for coordination of care. Establish follow-up and care transition protocols and tracking to help ensure patient safety, especially among high risk adults in health or behavioral health care settings who have attempted suicide or experienced a suicidal crisis, including those with serious mental illnesses and/or substance use disorder(s). Ensures collection of data and outcomes to evaluate program effectiveness.

The essential functions of the Care Coordination – Suicide Prevention Team Leader include, but are not limited to:

Zero Suicide Services:

- Ensures team provides community-based outreach to service providers at crisis points in the system to provide information on services provided by the team.
- Ensures coordination of services using the Zero Suicide framework designed to improve transitions from acute and restrictive to less restrictive community-based levels of care.
- Completes initial assessments and provides ongoing assessments to include suicide assessments, substance abuse, living situation, support system, mental status, history, strengths and barriers, needs and resources, medical status, and medications.
- Works with crisis stabilization units, inpatient psychiatric facilities, domestic violence shelters, and emergency departments to develop protocols for coordination of services.
- Ensures timely delivery of screenings, assessments, and service delivery to eligible participants. Conducts suicide risks screenings on referred individuals.
- Reviews comprehensive risk assessments, biopsychosocial assessments, and care plans to ensure appropriate levels of care have been identified and are in compliance with Zero Suicide framework.
- Ensure all program recipients have a safety plan in place.
- Ensures all participants receive lethal means counseling.
- Ensures the team provides assertive contacts with enrolled participants based on suicide risks.
- Ensures the team provides face to face contacts with recipients within 24 hours of missed appointments.
- Ensures appropriate transition of care plans are developed for all individuals ready for a transition to a reduced level of care.
- Ensures recipients exiting the program engaged in follow-up care.
- Monitors the documentation of progress or lack of progress for the individual. In collaboration with
- Develops and maintains tracking systems to ensure program goals are met.
- Collects and presents information at the Managing Entity case staffing to address specific clients and overall program accomplishments.

Staff Monitoring:

- Monitors staff productivity and direct services to ensure quality services and compliance with standards and Zero Suicide framework.
- Facilitates recruitment, hiring, orientation, retention, evaluation, peer reviews and employee relations in coordination with Director of Care Management Services and the Human Resource Department.
- Performs regular supervision of staff through individual sessions and staff meetings.
- Completes time sheets and leave requests within scheduled time periods.
- Works with Director to recommend corrective action plan when problems are identified.

Clinical:

- Provides direct service and serves as back-up to care coordinators. Accompanies care coordinators on home visits and responds to concerns, as needed.
- Provides outreach, lethal means counseling, and follow-up care.
- Conducts care coordinator meetings to ensure daily assignments and to identify strategies for engagements and follow-up activity.

Administrative:

- Compiles and submits monthly program report and other reports as assigned.
- Provides administrative coverage as assigned.
- Ensures care coordinators complete documentation and billing in accordance with program procedures.

Position Requirements:

In order to be considered, a candidate must have a Bachelor's Degree in Social Work or a related Human Services field from an accredited university or college (a related Human Services field is defined as one in which 30 hours of course work includes the study of human behavior and development), three years' experience working with adults experiencing serious mental illness, and one year supervisory experience.

or

Master's degree from an accredited university or college with a major in counseling, social work, psychology, criminal justice or a related Human Services field (a related Human Service field is one in which major course work includes the study of human behavior or development), one year experience working with adults experiencing serious mental illness and one year supervisory experience required.

Proficiency in the RBHS/MHRC Electronic Health Records (EHR) and Patient Information System demonstrated within three months of employment.

Proficiency in Microsoft Office, Outlook and use of the Internet required.

Must meet Frequent Drivers requirements, including a valid Florida driver's license, and insurance coverage equal to or exceeding 50,000/100,000/50,000 split limits.

Requires the ability to travel to satellite facilities, community agencies, and to make contact with individuals by performing home visits or community outreach.

Strong communication skills are essential and this individual must be able to interact appropriately with internal and external customers, including patients, families, caregivers, community service providers, supervisory staff and other department professionals.

Position Details:

Full Time: Monday through Friday

These full time positions offer a comprehensive benefits package.