

## **Position Description:**

Mental Health Resource Center is seeking a **Care Coordination Team Leader** in Jacksonville. This position will provide services and oversight for the MHRC Comprehensive Services Center (CSC).

The Care Coordination Team Leader coordinates the deliberate and planned organizational relationships and service procedures that improve the effectiveness and efficiency of the behavioral health system by engaging in purposeful interactions with individuals who are not yet effectively connected with services to ensure service linkage. Examples of care coordination activities include development of referral agreements, shared protocols, and information exchange procedures. The purpose of care coordination is to enhance the delivery of treatment services and recovery supports and to improve outcomes among priority populations.

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

### **Comprehensive Services Center (CSC):**

- Provides community-based outreach to service providers at crisis points in the system to provide information on services provided by the CSC.
- Ensures coordination of services designed to improve transitions from acute and restrictive to less restrictive community-based levels of care.
- Ensures coordination of services designed to increase diversions from state mental health treatment facility admissions.
- Ensures coordination of services designed to decrease avoidable hospitalizations, inpatient care, incarcerations, and homelessness.
- Ensures coordination of services designed to focus on an individual's wellness and community integration.
- Ensures the provision of community-based outreach to individuals referred from inpatient psychiatric facilities, jail, etc.
- Ensures engagement with the target population and the provision of information about services provided at the CSC.
- Ensures regular care coordination contact occurs once service connection with the CSC has been made, during psychiatric medical service appointments, and as needed to coordinate needed services.
- 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.

### **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.

**Staff Monitoring:**

- Monitors staff productivity and direct services to ensure quality services and compliance with standards.
- Facilitates recruitment, hiring, orientation, retention, evaluation, peer reviews and employee relations in coordination with Director of the Comprehensive Services Center 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.

**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.***