

Position Description:

Mental Health Resource Center is seeking a **Care Coordinator- Navigator** in Jacksonville. Care Coordination serves to assist individuals who are not effectively connected with the services and supports they need to transition successfully from higher levels of care to effective community-based care. This includes services and supports that affect physical health care, housing, and social connectedness. Care Coordination connects systems including behavioral health, primary care, peer and natural supports, housing, education, vocation and the justice systems.

The Care Coordinator- Navigator serves as a point of contact to the inpatient psychiatric units at MHRC. The Care Coordinator will assess individual's needs, coordinate a plan of care, and conduct outreach to engage individuals. Care Coordination is responsible for coordination of services, supports, and cross system collaboration to ensure the individual's needs are met.

The essential functions of the Care Coordinator- Navigator include, but are not limited to:

- Provides outreach to individuals referred from inpatient psychiatric facilities. Engages with the individual and provides information about services provided at the CSC and in the community. Continues offering services to individuals to engage into services.
- Completes initial screening and assessments and provides ongoing assessments to include substance abuse, living situation, support system, mental status, history, strengths and barriers, needs and resources, medical status, and medications.
- Facilitates stabilization of mental health symptoms through care coordination, assessment, and outreach.
- Advocates for acquisition of the services and resources necessary for stabilization. Completes referrals to community services and resources as needed. Coordinates the delivery of services, monitors and evaluates effectiveness and satisfaction with services.
- Coordinate with the managing entity to identify service gaps and request purchase of needed Services not available in the existing system of care.
- Documentation and Reporting:
 - Documents or requests documentation of past medical, psychiatric, substance abuse, and social history for each patient.
 - Maintains, current, accurate, and comprehensive information in each record to include all activities, contacts and communications.
 - Obtains consents and releases of information when indicated.
 - Completes voucher forms to request funding for needed services.
 - Completes weekly report detailing contacts, screenings, and referrals made.
- Assesses and monitors for risk, symptoms of trauma, and indications of abuse, neglect and/or abandonment. Uses appropriate reporting mechanisms.

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) required.

One year of experience working in human services or mental health related field required.

Must demonstrate current knowledge of Florida Baker Act Statutes 52 and 394 and Ex Parte Process.

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, 8:00am to 4:30pm (may work occasional evenings)

These full time positions offer a comprehensive benefits package.