

## **Position Description:**

Mental Health Resource Center is seeking a **Care Coordinator- Outreach** in Jacksonville. This position will provide services for the MHRC Comprehensive Services Center (CSC).

The Care Coordinator- Outreach serves as a point of contact to the Comprehensive Services Center (CSC) for persons seeking services that are not assigned to a Targeted Case Manager, Intensive Case Manager, or FACT Program staff. The Care Coordinator will assess individual's needs, coordinate a plan of care and/or treatment plan, and conduct outreach to engage individuals referred from inpatient psychiatric facilities, jail, or other community providers.

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

- Comprehensive Services Center (CSC):
  - Completes initial 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.
  - Develops in conjunction with the individual served, family members, service providers and significant others, a care plan and/or treatment plan that utilizes individual strengths and addresses identified needs.
  - Facilitates stabilization of mental health symptoms through care coordination, assessment, and outreach.
  - Monitors and documents progress or lack of progress for the individual. In collaboration with the individual, completes formal treatment plan reviews and/or care plan reviews as indicated.
  - Advocates for acquisition of the services and resources necessary to implement the care plan and/or treatment plan. Completes referrals to community services and resources as needed. Coordinates the delivery of services as specified in the care plan and/or treatment plan. Monitors and evaluates effectiveness and satisfaction with services.
  - Provides community-based outreach to individuals referred from inpatient psychiatric facilities, jail, etc. Engages with the individual and provides information about services provided at the CSC. Continues offering services to individuals to engage into services.
  
- Documentation and Reporting:
  - Documents or requests documentation of past medical, psychiatric, substance abuse, and social history for each patient.
  - Ensures care plans and/or treatment plans contain all required services and signatures.
  - Maintains, current, accurate, and comprehensive information in each record to include all activities, contacts and communications.
  - Obtains consents and releases of information when indicated.
  
- 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 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.***