

Position Description:

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

The Care Coordinator – Community Navigator Identifies and assists individuals admitted to local crisis stabilization units (CSUs) who are not effectively connected with the services and supports needed to access these services upon discharge to ensure a successful transition to community-based care. This includes services and supports in the areas of: behavioral health, primary care, peer and natural support, housing, and education/employment.

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

- Care Coordination:
 - Serves as a point of contact for the Crisis Stabilization Units (CSU) within MHRC and in the community.
 - Maintains regular contact with local CSUs to identify and assess individuals in need of services.
 - Provides outreach and engagement to individuals referred from the CSU.
 - Completes an initial screening and engages with the individual throughout treatment to provide information on community-based services. Continues offering service options as a part of the transition process.
 - Assesses the individual's needs and coordinates a plan of care to meet these needs.
 - Advocates for acquisition of the services and resources necessary for successful transition of care.
 - Provides aftercare follow-up and monitoring to ensure services have been successfully obtained and to evaluate the effectiveness and satisfaction with services. If services have not been successfully obtained, provides continuing assistance with rescheduling, prompting, and follow-up support.
- Documentation and Reporting:
 - Ensures client records are current, accurate, and include documentation of all activities, contacts, and communications.
 - Obtains consents and releases of information for past medical, psychiatric, or substance abuse treatment, when indicated.
 - Completes weekly outcome reports as required.
- 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.