

Position Description:

Mental Health Resource Center, a comprehensive mental health center and Joint Commission accredited organization, is seeking **Quality Coaches** to join its team in the Jacksonville Area.

The Quality Coach is responsible for assisting programs with integrating certified community behavioral health clinic (CCBHC) standards into service delivery including integration of Measurement-Based Care (MBC) and Evidence-Based Practice (EPBs) strategies. This includes helping staff to understand the use of standardized tools, how to integrate findings into treatment planning, coordinating services provided by Designated Collaborating Organizations (DCOs), and compliance with regulatory requirements.

Some of the responsibilities of the position include but are not limited to:

ESSENTIAL FUNCTIONS:

- Provides side-by-side assistance to help staff navigate the (electronic health record) EHR documentation requirements to ensure MBCs and EPBs are documented and used for treatment planning and the delivery of services.
- Becomes proficient in the Electronic Health Record system and serves as a resource for staff in problem solving, pulling reports, and documenting CCBHC activities in accordance with CCBHC standards.
- Conducts fidelity and outcome audits on program services. Provides audit findings to appropriate supervisor(s).
- Tracks engagement of individuals in services and ensures individuals not served in a program are closed in the EHR.
- Monitors and tracks service provision to individuals seeking services.
- Monitors and assists staff to ensure inclusion of CCBHC standards into service delivery.
- Implements improvement activities to increase use of and documentation of MBCs and EPBs and documentation of CCBHC requirements.
- Oversees integration of DCO services into service delivery.
- Identifies staff training needs based on documentation, patient record reviews and data tracking. Makes appropriate recommendations.
- Attends trainings, in-service sessions and staff meetings.

Position Requirements:

In order to be considered, candidates 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 and two years of experience working in the behavioral health field.

OR

Master's degree in counseling, social work, psychology, criminal justice or a related Human Services field and one year of experience working in the behavioral health field.

Experience working with adults experiencing serious mental illness is preferred.

Experience completing quality improvement or performance improvement projects preferred.

Experience working with electronic health records preferred.

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

Must demonstrate proficiency in the MHRC Electronic Health Records (EHR) and Patient Information System demonstrated within three months of employment.

Strong communication skills are essential and this individual must be able to interact appropriately with internal and external customers, including staff, supervisory staff, surveyors, auditors, SAMHSA staff, and other stakeholders and reviewers.

Position Details:

This position is a Full Time Days position.

This full time position offers a comprehensive benefits package.