

Position Description:

Mental Health Resource Center, a comprehensive mental health center and Joint Commission accredited organization is looking for a **Care Transition Team Leader** to join its Care Transition Team in Jacksonville.

The Care Transition Team Leader ensures quality programming and management of care transition services for individuals with serious mental illness or co-occurring disorders to effectively assist them in establishing a connection to, and accessing the services and supports needed to successfully transition from acute care settings to less restrictive community-based levels of care and on an ongoing basis.

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

Program Management:

- Obtains and acquires working knowledge of the most current Florida Administrative Code, 65E-4, Chapters 394, LSF Health System (LSF) guidance documents, and the Agency for Health Care Administration's Mental Health Targeted Case Management Coverage and Limitations Handbook to ensure compliance with all requirements.
- Develops relationships and coordinates services that improve the effectiveness and efficiency of the behavioral health system.
- Supervises the direct operations of case management and care coordination services and ensures required services are provided and progress is monitored for individuals enrolled in these services.
- Implements established policies and procedures by incorporating evidence-based practices as a component of service provision to assist individuals in achieving wellness and establishing a path for recovery.

Clinical:

- Provides community-based outreach to individuals and service providers at crisis points in the system. These include inpatient psychiatric facilities, jail, and state mental health treatment facilities.
- Works closely with individuals, interested family members when authorized, treatment facility service/treatment teams, local mental health provider agency staff, LSF, DCF, and placement sites to coordinate appropriate community placements and discharge aftercare plans for individuals being discharged from Crisis Stabilization Units. Intervenes when necessary to resolve issues among stakeholders to ensure the process moves forward in a timely manner.
- Assesses and screens individuals for case management and care coordination services.
- Directs and coordinates admissions into case management and care coordination services and ensures each individual's needs are assessed and appropriate services are provided.
- Ensures ongoing assessment of each individual's needs and progress in addressing and satisfaction with services is assessed and documented.
- Ensures appropriate follow-up contacts are made for missed aftercare and other appointments to access services through engagement and outreach.
- Provides direct service, serves as clinical back-up, and accompanies case managers and care coordinators on home visits as needed.
- Attends treatment team meetings or staffings with, or in the absence of, the case manager or care coordinator.
- Collects and presents information during staffings to address specific individual challenges and share overall program accomplishments.
- Provides consultation as a resource person to resolve system issues among stakeholders to ensure

resolution of challenging situations.

- Provides education about services provided by MHRC, mental illness, recovery, and community resources.

Administrative:

- Compiles and submits monthly program reports and other reports as assigned.
- Maintains a system to track hospitalizations and other identified data both pre and post enrollment to demonstrate program outcomes.
- Provides information on case management and care coordination services through public presentations, program brochures, and other forums.
- Attends and participates in local meetings and conference calls on care coordination to remain current on issues, activities, and trends.

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 supervisor and the Human Resource Department.
- Performs regular supervision of staff through individual sessions and staff meetings.

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 of 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:

This is a Full Time Days position.

This full time position offers a comprehensive benefits package.