INTAKE/TRIAGE BEHAVIORAL HEALTH PROVIDER
JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) is a multi-site, Federally Qualified Health Center (FQHC) serving Santa Cruz County residents. SCCH began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, 50 years later, we serve that same mission at our three clinic sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the Live Oak Health Center serving everyone; and the Santa Cruz Mountain Health Center providing appropriate and expanded access to care for our patients in the San Lorenzo Valley.

Driven by our commitment to health care as a human right, SCCH is a leading non-profit provider offering comprehensive health services to our patients, regardless of their ability to pay. We have been recognized in the community as a leader in delivering high-quality, innovative care, and we are active in local, state, and national advocacy work that empowers our patients and community to be healthy, happy, and successful.

SCCH has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff works as a team to fulfill our mission so that all our patients have access to quality, whole-person health care.

POSITION SUMMARY:

The Intake/Triage Behavioral Health Provider (BHP I or II job classification) will work within a multidisciplinary care team model under direct supervision of the Site Behavioral Health Director and Clinical Triage Lead. The Intake/Triage BHP will receive and review all referrals to Behavioral Health services, screen and intake new patients and schedule assessments or refer out accordingly. The Intake/Triage BHP will be the primary point person for risk assessments and crisis intervention in the primary care clinic setting. They will provide urgent interventions in a variety of settings and contexts including, but not limited to medical appointments, walk-ins, phone calls and urgent new patients. This role will require frequent and close collaboration with medical providers, psychiatry providers, case managers and nurses to provide the best care for patients. There are opportunities to work with specialized programs such as Office Based Addiction Treatment, Psychiatry and Enhanced Case Management. Individual and group clinical consultation is available to all, and continuing education is fully supported by the organization. The ideal candidate will be committed to improving the health and well-being of our patients and stay flexible and positive in a fast-paced and potentially stressful environment. If the Intake/Triage BHP is an associate, they will be provided with a minimum of one hour per week of individual clinical supervision towards eventual licensure. The organization also pays for test preparation and the licensing exam itself.

Reports to: Site Behavioral Health Director
Compensation: ASW/MSW : $85,225 to $104,662/year LCSW/LMFT : $98,336 to $119,962/year; DOE

Language Requirement: Bilingual English/Spanish Preferred
Classification: Full-time, Salary, Exempt
Location: Hybrid, Both Clinics and Remote
Hours: Varies/Some Evenings Required

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BENEFITS:

Paid time off and paid holidays accrue from date of hire. Paid Board License(s) and CME (fees and days off). Employers subsidized group health, dental, vision and life insurance plans the first of the month after 30 days of employment. Automatic 2% enrollment in an Employer sponsored 401K plan with a 2% retirement match. Providers are eligible for pay step increases, based on years of service with SCCH.

CORE JOB RESPONSIBILITES:

Primary Tasks and Responsibilities:

Receive, Review and Screen New Referrals to Behavioral Health:

- Using the electronic health record (EHR) respond to new referrals in a timely manner
- Review patient chart including screening tools, assessments, and other documentation to triage referrals and address patient acuity appropriately
- Outreach to all patients referred and document outreach attempts clearly
- Schedule and conduct intake screenings with new referrals and utilize these billable encounters to provide a treatment recommendation and determination
- Schedule new patients with an appropriate Behavioral Health Provider for ongoing therapy using a variety of factors including but not limited to: spoken language, clinic location, panel size, patient scheduling preferences, areas of expertise, and specialized services (such as family therapy, EMDR, school-based therapy, etc).
- If appropriate, provide external referrals using either established workflows (DHCS Transition of Care Tool) or a closed loop referral system (Unite Us)
- Work closely with Lead BH Care Coordinator to ensure linkage to care

Provide Urgent or same-day Behavioral Health Access:

- Meet with patients on an urgent basis to assess and make a determination of immediate needs
- Utilize Single Session Interventions to provide a brief intervention in the moment while waiting for ongoing services
- Provide risk assessments, utilizing evidence-based tools such as the Columbia (C-SSRS) and Stanley-Brown Safety Plan and identify/coordinate referral options in a timely manner
- Ensure clear documentation and follow up plan is in place and coordinate with Lead BH Care Coordinator to implement

Coordination of Care:

- Clinical consultation and collaboration with patient's entire care team, including medical, behavioral health, substance use and psychiatry providers
- Develop and maintain professional relationships with Specialty Mental Health, Community Based Organizations, schools and other partners in order to facilitate closed loop referrals and promote a collaborative model of care

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- Identify, refer and advocate for patients needing a higher level of care related to psychiatry and/or behavioral health
- Support patients to establish BH services when stepping down from a higher level of care
- Work closely with Lead BH Care Coordinator to follow up and ensure linkage

Crisis Intervention:

- Be readily available to the health center staff via phone or in person during working hours for possible crisis or risk assessment.
- Conduct risk assessments and triage care as needed, using standardized tools such as the Columbia (C-SSRS) and the Stanley-Brown Safety Plan
- Coordinate with Mobile Emergency Response Team, Law Enforcement, Psychiatric Health Facility or Youth Diversion as needed for patient safety.
- Follow agency policies and procedures related to release of Protected Health Information and any relevant workflows
- Provide timely follow-up for any patients experiencing a mental health crisis and follow patients until they are linked with an appropriate level of care.
- Communicate all crisis outcomes to the patient's care team via the EHR

Clinical Documentation:

- Document patient assessments and screenings in a standardized format in the electronic health record.
- Documentation should support decision making related to levels of care and recommendations for treatment
- Complete all charting in a timely manner and according to organizational standards and policy
- Meet minimum productivity goals monthly

Other Duties:

- Support the growth and development of the triage role by participating in data collection, outcome measures and patient and staff satisfaction surveys.
- Work closely with the Clinical Triage Lead to fine-tune, adjust and proactively address gaps in care and any barriers.
- Provide training and feedback to providers and staff regarding referrals, requests for risk assessments and relevant workflows

Customer Service:

- Provides patient-centered customer service at all times
- Demonstrates the ability to anticipate patients' needs and deliver services and respond to patients' in a timely, accurate, courteous, respectful and friendly manner
- Demonstrates ownership, initiative, attention to detail and follow-through

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- Approaches problem solving by focusing on patients first
- Advocates for care that best serves the patient
- Addresses customer complaints/problems in a timely manner

Communication Skills:

- Oral and written communication is clear, concise, accurate, positive and respectful
- Demonstrates comprehension of oral and written questions, instructions, and information rapidly, thoroughly, and accurately
- Response to oral and written questions, instructions, and information is timely and appropriate
- Written communication is well-organized, legible, concise, neat, and in proper grammatical form
- Checks work related email and mailbox on a daily basis

Teamwork and Interpersonal Skills:

- Dealings with others are characterized by fairness, courtesy, diplomacy, honesty, firmness, empathy and confidence
- Effective in offering support and assistance to others, in obtaining information from others, and in supplying information to others
- Demonstrates a positive attitude, flexibility and ability to develop effective relationships by helping others accomplish tasks and using collaboration and conflict resolution skills

Judgment and Problem Solving:

- Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions
- Demonstrates good judgment in making decisions
- Resolves issues independently and only seeks assistance as needed

Reliability:

- Completes assigned duties & responsibilities in an accurate, timely and efficient manner
- Arrives to work on time and maintains consistent attendance
- Follows instructions and appropriate procedures
- Maintains patient confidentiality as required by HIPAA

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QUALIFICATIONS:

MINIMUM QUALIFICATIONS

- May be an Associate Clinical Social Worker (ASW) or Associate Marriage and Family Therapist (AMFT) with current California BBS registration in good standing (BHP I) or a Licensed Clinical Social Worker (LCSW) or Licensed Marriage and Family Therapist (LMFT) with California BBS license in good standing (BHP II)
- Must have, or be able to obtain, National Provider Identifier (NPI) number
- Excellent communication, interpersonal and problem-solving skills
- Ability to work independently and as part of a multi-disciplinary team in a primary care setting
- Must be familiar with DSM-V as a means of assessing, diagnosing and treating mental health disorders
- Well-versed in legal and ethical standards of practice
- Complete all documentation in accordance with organizational requirements
- Practices cultural humility in working with diverse patient populations

PREFERRED QUALIFICATIONS

- Experience with crisis intervention and composure when addressing high risk situations
- Ability to multi-task and prioritize based on acuity
- Experience working in a medical setting
- Knowledge of Evidence Based Practices and policies including: Suicide Risk Assessment, Motivational Interviewing, Harm Reduction, Trauma-Informed Care, Mandated Reporting
- Ability to work in a fast-paced environment with shifting priorities
- Experience with Electronic Health Records
- Ability to work one evening shift per week (clinic hours are 8am-8pm)
- Values and models an integrated team-based approach to patient care
- Flexibility and professionalism in the workplace
- English/Spanish Bilingual Preferred

SANTA CRUZ COMMUNITY HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER (W/M/V/D).

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