



IBH Care Coordinator Job Announcement

The Santa Cruz Community Health Centers (SCCHC) began as a women's health collective in 1974 with the mission of improving the health of our patients and the community and to advocate the feminist goals of social, political, and economic equality. Now, 40 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating two separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; and our new East Cliff Family Health Center in Live Oak, serving everyone.

The SCCHC 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 of our patients have access to comprehensive, quality health care. Our health centers adopted an Integrated Behavioral Health model in 2012 and all staff members and providers participate in offering Behavioral Health support to our patients.

POSITION SUMMARY:

SCCHC's Integrated Behavioral Health Care Coordinator (IBHCC) works with the Behavioral Health Team in a variety of ways. The IBHCC assists all patients in need of Behavioral Health Services by acting as a patient and program advocate and navigator. The IBHCC assists in developing IBH work flows and supports with scheduling.

Further, the IBHCC addresses barriers to BH care by providing advocacy and coordination of appointments and referrals, preparing charts for patient visits, assisting the BH providers with work flows, and working as a strong and flexible member of a health care team. The IBHCC is expected to demonstrate exceptional critical thinking, clinical, patient and provider relations, organizational, and time management skills.

Reports to: Site Behavioral Health Director

Classification: Full-time, hourly, non-exempt

CORE JOB RESPONSIBILITIES:

Job Expertise

- Participates in BH Team Huddles
- Supports and reports on quality improvement initiatives
- Responsible for on-boarding and training of new hires
- Responsible for oversight of BH Huddle agenda and minutes
- Facilitates patient education about SCCHC's integrated model

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- Involvement in organizational planning committees
- Coordinates patient care in conjunction with patients care team
- Coordinates with external healthcare systems to ensure continuity of care
- Partner with case manager for high risk patient care plans and scheduling, including management of patients with multiple co-morbidities or high risk for readmission to a hospital
- Promotes clear communication amongst care team members by ensuring awareness regarding patient care plans
- Uses data driven approach to manage scheduling, health outcomes reporting, and project evaluation
- Evaluates utilization of resources and develops new forms, workflows and procedures as necessary
- Demonstrates knowledge of Social Determinants of Health and Motivational Interviewing
- Demonstrates knowledge and use of clinic policies and procedures as well as applicable federal and state rules and regulations
- Demonstrates ability to effectively use Electronic Health Records system (EHR)
- Completes other projects as assigned (including but not limited to; supporting the healthy steps program, supporting our Telepsychiatry program, creating templates and onboarding schedules for new hires etc.)

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
- 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.

QUALIFICATIONS

MINIMUM QUALIFICATIONS

- Bachelor's Degree in Health and Human Services, Community Studies, Health Sciences or related field
- At least one year of experience working in a healthcare setting
- Desire to serve the community clinic population with IBH services
- Experience and/or interest in social work, public health, community advocacy
- Fluent bilingual in Spanish/English

PREFERRED QUALIFICATIONS

- Experienced in Motivational Interviewing
- Skilled in Microsoft Office
- Experience with Electronic Health Record system

SALARY AND BENEFITS

This is a full-time, hourly, non-exempt position. Competitive compensation & benefits package. Paid time off and paid holidays accrue from date of hire. Employer subsidized group health, dental and life insurance the 1st of the month after 30 days of employment. Employer sponsored 401K plan with 2% retirement match.

APPLICATION PROCESS

To apply, complete employment application. Download employment application on our [Careers page](#). Submit application and current resume with letter of interest not to exceed two pages to Human Resources. No phone inquiries, please.

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