



INTEGRATIVE BEHAVIORAL HEALTH PROVIDER II JOB ANNOUNCEMENT

Santa Cruz Community Health (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, more than 45 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 the East Cliff Family Health Center in Live Oak, serving everyone.

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 comprehensive, quality health care.

POSITION SUMMARY:

The Integrative Behavioral Health Provider (BHP) will work within a multidisciplinary care team model under direct supervision of the Site Behavioral Health Director. The BHP provides brief individual therapy to patients of all ages and backgrounds in a primary care setting. Behavioral Health Providers frequently collaborate and consult with medical providers, psychiatric nurse practitioners, case managers and nurses to provide the best care for patients. BHPs also provide crisis intervention, referral to outside resources, and advocacy for patients. There are opportunities to work with specialized programs such as Healthy Steps, Office Based Addiction Treatment, and Complex Care 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 have the ability to be flexible and positive in a fast-paced and potentially stressful environment.

Reports to: Site Behavioral Health Director

Location: East Cliff, temporarily remote work*

Classification: Full-time, salary, exempt

Hours: Varies

**Due to the COVID-19 Pandemic, BHPs are working 100% remotely. When circumstances change, candidates must be willing and able to provide telemedicine services to our patients while working from home and clinic.*

CORE JOB RESPONSIBILITIES:

Primary Tasks and Responsibilities:

- Individual therapy with adults, children and families including:
 - Functional and strength-based assessment and diagnosis
 - Psychoeducation for patients and their support systems
 - Chronic disease management
 - Motivational interviewing related to behavioral change
 - Brief, solution-focused interventions
 - Development of patient-centered treatment plan with care team
 - Harm reduction strategies for substance use disorders



- Parenting strategies and psychoeducation related to child development
- **Coordination of Care:**
 - Clinical consultation and collaboration with primary care providers and other care team members
 - Identify, refer and advocate for patients needing a higher level of care related to psychiatry and/or behavioral health
 - Offer support to patients receiving Medication Assisted Treatment, Telepsychiatry and other specialty care within the clinic
- **Crisis Intervention:**
 - Be readily available to the health center staff during working hours in the event of a psychiatric emergency
 - Conduct risk assessments and triage care as needed
- **Charting:**
 - Complete all charting according to organizational standards in the context of a shared medical record
 - Meet minimum productivity goals monthly
- **Other Duties:**
 - Be available for brief consultations (warm hand offs & step ins) during clinical shift

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

- Must be a Licensed Clinical Social Worker (LCSW) with current, valid California State License
- Bilingual Spanish/English
- 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
- Completes all documentation in accordance with organizational requirements

PREFERRED QUALIFICATIONS

- Experience working in a medical setting
- Knowledge of Evidence Based Practices including: Motivational Interviewing, Cognitive Behavioral Therapy, Harm Reduction, Trauma-Informed Care
- Ability to work in a fast-paced environment with shifting priorities
- Experience with Electronic Health Records
- Practices cultural humility in working with diverse patient populations
- 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

WORK CONDITIONS

Working conditions are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

SALARY AND BENEFITS

This is a part-time or full-time, salaried, exempt position. Competitive compensation & benefits package are available to staff working at least 20 hours per week. Paid time off and paid holidays accrue from date of hire.

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Paid Board License(s) and CME (fees and days off). Employer 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.

APPLICATION PROCESS

To apply, download our employment application on our [Careers page](#). Submit application and current resume with letter of interest Human Resources. No phone inquiries, please.

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