

MARION SENIOR SERVICES

Job Description

Position	Reports To	HR Use Only
Crisis Behavioral Care Coordinator (CBCC)	Director of Human Services	
Employee Name	Employee Signature	Date

Summary

Responsible for identification, referral, assessment, intake, care coordination, and case management of current and potential Ocala-Marion Mobile Integrated Health (MIH) team clients. Utilizing a holistic view of the client, the CBCC will help to identify presenting issues and barriers to access of care to ensure implementation of services as quickly and efficiently as possible, with the most respect and the least intrusion into the client's life for as long as possible (e.g. to prevent or delay institutional placement through the utilization of community resources and alternative levels of care as long as it is safe to do so). The CBCC must have the ability to assess and clearly document the client's needs, administration of validated rating scales, complete assessments, develop care plans, secure needed services (both internal and external services as necessary), maintain accurate detailed case notes, provide ongoing assessment of changing needs and adequacy of services in compliance with program guidelines and regulations. This position may serve as a supportive liaison role to health care professionals, emergency first responders, court services, etc. Auditing files, billing, and ensuring compliance may be additional facets of this position. Ongoing collaboration, communication, and documentation between partner practitioners and care team is essential.

Essential Duties

The following statements describe the principal functions of this position and its scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned.

- The MIH team utilizes the combined expertise of a Community Paramedic and the behavioral health specialist (CBCC or clinician/mental health professional) to de-escalate situations and help link individuals with mental/behavioral/substance use issues to the appropriate services.
- Completes face-to-face contacts to monitor individuals per program requirements (i.e. weekly, monthly, etc.). This position pairs the CBCC with the Community Paramedic and requires daily field activity. The CBCC will report to the established meeting location to ride in the Community Paramedic vehicle responding to crisis calls and following up on referrals (e.g. crew, hospital, law enforcement, etc.).
- Provide initial and ongoing assessment, planning, monitoring, and evaluation of the client to include suicide assessments, substance abuse history, living situation, support system, mental status, history, strengths, and barriers, needs and resources, medical status, and medications.
- Complete comprehensive risk assessments and biopsychosocial assessments on eligible participants.
- Provide brief behavioral health interventions using evidenced-based techniques such as behavioral activation, problem-solving treatment, motivational interviewing, or other treatments as appropriate.
- Systematically track client response and monitor client for changes in behaviors and symptoms.

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- Continuous relationship building between CBCC, the client, and other members of the care team.
- Provide link between healthcare, emergency service personnel, and community resources, establishing interventions related to identified goals.
- Coordinate the activation of services with the appropriate CCE/ADI/LSP/HCE Case Manager, Adult Protective Service Investigator, or other identified internal or external support resource.
- Develop, maintain, and monitor care plans and records based upon the documented needs to assist the client in achieving their goals. In conjunction with the individual served, family members, service providers and significant others, develop a care plan and/or treatment plan that utilizes individual strengths and addresses identified needs. All pertinent documents are signed by the client and his/her care team (e.g. CBCC, clinician, paramedic, etc.).
- Integrate mental health or therapeutic interventions with overall services and support to improve quality of life.
- Develop relationships with hospital social workers, first responders and other community resources to ensure appropriate care management of clients with substance use/abuse, mental health, or other chronic conditions.
- Identifies and escalates quality of care issues through established channels (e.g. guardianship, placement, Advanced Directives, etc.).
- Facilitate and support regular collaborative case reviews with care team and high utilizer meetings.
- Support CCE/ADI/LSP/HCE Case Managers with more complex and complicated client situations.
- Report any case of suspected abuse, neglect or exploitation of disabled and frail elderly clients to the Florida Abuse Hotline and perform face-to-face contact as mandated by State of Florida Law.
- Assists in the identification and reporting of potential quality improvement issues.
- Responsible for assuring these issues are reported to the appropriate department.
- Document activities conducted on behalf of a client in the case record.
- Documents or request documentation of past medical, psychiatric, substance abuse, and social history for each individual.
- Maintain, current, accurate, and comprehensive information in each record to include all activities, contacts and communications.
- Respond to communications from partners, team members, clients, etc. in a timely fashion.
- Compiles and submits reports as assigned.
- Serves as an advocate, assuring rights as delineated in the State and Federal Regulations.
- Utilize community resource expertise (internal and external resources) available to client.
- Provide crisis follow up to clients to help facilitate the appropriate treatment/services.
- Review and monitor case records to ensure compliance and data integrity with program requirements.
- Assesses and monitors for risk, symptoms of trauma, and indications of abuse, neglect and/or abandonment.
- Perform other related tasks as assigned.

Essential Requirements

- Strong written and verbal communication skills.
- Exhibit a positive, flexible, and solution-focused attitude.
- Ability to quickly synthesize client needs and formulate effective, evidence-based recommendations.
- Computer proficient in Word, Excel, PowerPoint, Outlook, and Internet.

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- Considerable knowledge of the principles and practices of assessment, case management, counseling, de-escalation, and crisis intervention.
- Working knowledge of DoEA and LSF programs; working knowledge of Community Care and Human Services departmental procedures.
- Experience in outreach and knowledge of aging-related issues and available community resources.
- Knowledge of the methods, procedures, and techniques for conducting research, analyzing data and developing applicable reports.
- Ability to maintain effective teamwork approach to working relationships with other employees and members of the public.
- Ability to read, analyze and interpret common program guidelines and procedures.
- Experience in interview and assessment activities.
- Ability to remain calm in stressful situations.
- Excellent customer service skills
- These teams utilize the combined expertise of a community paramedic and the behavioral health specialist (HSCM) to de-escalate situations and help link individuals with mental/behavioral/substance use issues to the appropriate services.
- Ability to write narratives and reports for client's case record that conform to prescribed style and format. Electronic documentation and reporting are required within fourteen (14) days of interaction.
- Strong communication skills are essential, and this individual must be able to interact appropriately with internal and external customers, families, caregivers, community service providers, supervisory staff and other department professionals.
- Will conduct outreach and establish aftercare plans for identified high utilizers.
- Must maintain HIPPA compliance
- Must have a high degree of accuracy in all assignment areas.

Supervisory duties

- None

Education and Experience

- Bachelor's degree from an accredited university or college. Master of Social Work (MSW) or Master of Mental Health Counseling (MHC), preferred
- Minimum of 1 year working in Human Services, Social Services, or mental health related field required.
- Crisis intervention/de-escalation skills preferred.

Licenses and Certifications

- LCSW (Licensed Clinical Social Worker) or LMHC (Licensed Mental Health Counselor), preferred
- Valid Florida Class E Driver's License and Driving Record that meets company's insurance standards is required. Must have reliable transportation.
- Department of Elder Affairs Uniform Client Assessment and Care Planning Certification preferred. (This certification must be obtained within 6 months of starting position.)

Physical Requirements and Additional Skills

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The physical demands described here 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 individuals with disabilities to perform the essential functions.

- Walking, standing, sitting, stooping.
- Requires normal range of hearing, vision and manual dexterity to operate keyboard, telephone, photocopier, calculator and other office equipment as needed.
- The planning at the end of the encounter depends on numerous factors, and outcomes can range from leaving the individual with necessary resources, transporting the individual to the hospital or walk-in clinic, and providing support and resources for family members and other on scene.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Community Setting; Office setting occasionally
- Clients may be counseled via phone, video conferencing or in person.
- CBCC will ride with the designated community paramedic.
- CBCC may interact with various other agencies (e.g. law enforcement, Hospice, etc.) and encounter unpredictable clients and situations.
- Travel to designated locations as needed; must have reliable transportation.
- Frequent contact with staff and the public.

Revised Date	Approved By (Manager):	Approved By (Human Resources):
6/21/2024	Briana Kelley, Director of Human Services	Renee Cunningham, HR Director

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