Mental Health Navigator
Job Description

Job Title: Mental Health Navigator – .75 FTE -- 30 hours/week.
Hiring Range: $50,000/year
Reports To: Program Director of Grand County Rural Health Network and Program Coordinator of Mind Springs Health OR Chief Nursing Officer of Middle Park Medical Center
Prepared Date: April 14, 2016

Mission Statement of the Grand County Rural Health Network (the Network) is to work in partnership to improve the future of our healthcare through programs and services that educate the community on health issues and ensure accessibility and efficiency of the healthcare system.

Mission Statement of Grand County is to provide reliable infrastructure and quality services that are responsive, innovative and cost effective.

Mission Statement of Mind Springs Health (MSH) is to provide access to quality mental health and substance abuse services, enhancing recovery and resilience in individuals, families and communities.

Mission Statement of Middle Park Medical Center (MPMC) is to support and encourage the physical, emotional and spiritual health of our community.

Role Statement: Serves as a single point of contact for referring physicians, clients, caregivers, and human service organizations to provide resources and assistance with behavioral health care services offered within Grand County and its partnering healthcare community. The MHN will provide brief interventions in primary care provider and other community settings, educate clients on the importance of MH services, and navigate clients to a long-term provider. Serves as a liaison between clients, healthcare providers and human service agencies to reduce barriers to care and that assure clients receive the care they need when they need it. The MHN will focus on behavioral health coaching (e.g. brief intervention), removing barriers to care (stigma, insurance status), navigating to long-term behavioral healthcare, educating and empowering the clients on behavioral health intervention and screening, and advocating for and coordinating client care with PCPs and behavioral health providers.

Essential Duties and Responsibilities:
1. Identify clients who could benefit from Behavioral Health services using the Patient Tools App and referrals from primary care providers (PCP), behavioral health providers, or other community agencies.
2. Connect with referred clients during PCP visits or in other community settings skillfully and effectively.
3. Assess presenting problems efficiently, assigning a DSM-V diagnosis if appropriate and developing an initial treatment plan with the client or family seeking treatment.
4. Assist clients in understanding their diagnosis, treatment options, and the resources available, including educating eligible clients about appropriate community services, clinical research studies, and technologies.
5. Provide brief behavioral health interventions in the form of Individual, Family, or Group treatment using a Solution-Focused Brief Therapy model. Possesses knowledge of substance abuse assessment, recovery principles, behavioral activation, and chronic disease self-management.

6. Complete intake of high-risk clients, working with the client, family and other members of the healthcare team as needed, to assess client’s behavioral health needs, physical health, support system, financial resources, and available community and government resources. Refer to crisis services as needed.

7. Determine with the client specific objectives, goals, and measures that meet the client’s needs and that have been identified through assessment. Utilize the needs assessment to find a mental health home for the client and provide warm hand-offs to long-term mental health providers.

8. Serve as an essential link between clients and all other care providers. Represents client/family by intervening, negotiating and promoting their concerns. Problems requiring advocacy may include social and health inequities or inadequate and non-existent hospital and/or community resources (i.e., insurance benefits, housing, transportation, etc.)


10. Collect data, track outcomes and support strategic planning process. Assure collection and management of Behavioral Health data from PCP clinics.

11. Collaborate with community partners to ensure list of community resources remains up to date.

12. Collaborate with healthcare providers, human service organizations and community members, both in and out of Grand County. Provides administrative oversight and support for collaborative partnerships. Troubleshoot implementation process. Resolve program issues with all partners and stakeholders. Coordinate ongoing education and outreach presentations to partners.

13. Attend trainings and workshops as necessary. Travel throughout region as needed.

14. Provide factual information based on current knowledge to support and assist the client/family in coping with their disease to improve their overall behavioral health management.

15. Provide specific information on how to communicate with health care providers to better utilize resources and increase understanding of the disease process.

16. Educate the clients and families regarding various symptoms and consequences related to specific diseases, conditions and hospitalization.

17. Function as a consultant/advisor/educator to healthcare providers, human service organizations, and public and private insurance programs.

18. Abide by confidentiality guidelines and HIPPA compliance standards.

19. Perform assigned work safely, adhering to established safety rules and practices. Report to supervisor, in a timely manner, any unsafe activities, conditions, hazards, or safety violations that may cause injury to oneself, clients, or other partners.

20. Perform other related duties as required.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience:
- Master’s Degree in Social Work or Counseling, or PhD in Psychology, required.
- Licensure in State of Colorado or ability to become licensed required.
- Familiarity with the community.
- Experience working with underserved populations is paramount and could supersede professional licensures.

Preferred Qualifications: The preferred candidate will have a license with the State of Colorado. Also, the successful candidate will have:
- Knowledge of local and state public health systems and local healthcare environment.
- Knowledge of local community resources and state and federal programs.
• Knowledge of state, federal and private insurance systems.
• Knowledge of mental health diagnosis and treatment process and effect of illness on client population.
• Ability to produce written documentation of clinical work in a manner readily understood by other service providers.
• Ability to demonstrate appropriate clinical judgment when assessing the level of risk and determining resolution of client emergencies, resulting in safe outcomes.
• Requires problem solving, decision making and critical thinking. Ability to strategize, organize and plan.
• Requires excellent leadership, organizational, written and verbal communication and interpersonal skills. Excellent presentation skills.
• Must be able to work in a self-directed environment, with ability to work with and lead teams.
• Ability to implement professional and community-based education programs.
• Ability to consistently present clear professional identity and purpose.
• Ability to relate to people like and different from self and provide behavioral health services to a wide and diverse spectrum of ages, life stages, socioeconomic classes, and cultural identities.
• Ability to maintain flexibility and emotional stability while working under intense emotion, time and volume pressure.
• Computer and internet literate; Microsoft Office competency required.
• Spanish language proficiency preferred.
• Ability to work independently within established guidelines; coordinate service delivery with partners; maintain confidential information; perform multiple tasks simultaneously; prioritize work schedule to achieve maximum productivity/effectiveness; apply exceptional customer service skills at all times; exercise judgment, tact and diplomacy.

Physical Demands:
• Physical Strength
• Manual Dexterity
• Motor Coordination
• Form Perception
• Environmental Conditions
• Environmental Hazards
• Physical Demands: talking and hearing, vision, stooping, kneeling, crouching, reaching, handling, feeling, and fingering.

Machines, Equipment, Work Aids which may be representative, but not all inclusive of those commonly associated with this type of work: computer (monitor/keyboard/printer), typewriter, calculator, telephone, copy machine, fax machine and other general office equipment. Driver’s License in good standing required. May be exposed to stressful situations that involve enraged, distraught and/or intoxicated individuals with possible mental disorders. Possible potential for exposure to communicable disease.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is normal in shared office.