JOB DESCRIPTION

<table>
<thead>
<tr>
<th>POSITION TITLE:</th>
<th>Behavioral Health Care Coordinator</th>
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<tbody>
<tr>
<td>LOCATION:</td>
<td>HOPE Clinic</td>
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<tr>
<td>REPORTS TO:</td>
<td>Behavioral Health Director</td>
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<tr>
<td>EDUCATION:</td>
<td>High School Diploma or GED; B.A. degree preferred; Certified Community Health Worker (CHW) strongly preferred</td>
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<tr>
<td>WORK EXPERIENCE:</td>
<td>4 years or more in healthcare experience preferred</td>
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<tr>
<td>SALARY RANGE:</td>
<td>$15 - $20, based on experience</td>
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<td>FLSA STATUS:</td>
<td>Non-exempt</td>
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<tr>
<td>POSITION TYPE:</td>
<td>Full-Time</td>
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<tr>
<td>LANGUAGE:</td>
<td>Bilingual in English and Spanish, Arabic, Burmese, Chinese or other languages is required</td>
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HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including race, creed, color, age, sex, religion or national origin.

JOB SUMMARY: Provides coordinated care to a variety of patients enrolled in Psychiatric and Counseling services with Hope Clinic, and functions as part of the interdisciplinary care team by providing education and case management directly to patients, and support to Psychiatrists and Behavioral Providers. Performs intake triage, assists patients with mental health screenings, vitals, and referrals to labs. Coordinate with clinic managers and their front/back office services regarding psychiatric and counseling services.

MAJOR DUTIES & RESPONSIBILITIES:
- Assist with psychiatry by performing intake triage, vitals, mental health screenings, and referrals to labs and others;
- Assist with case management involving social services issues and concerns;
- When needed and as appropriate, interview patients to determine their needs and refers them to appropriate Community agencies and services (i.e. housing, legal aid, emergency shelter, domestic violence, employment, adult education, food/clothing, etc);
- Assists in the context of team effort in updating social resources material for BH staff;
- Document as appropriate vitals and other pertinent information in patient’s chart, including screenings prior patient visit;
- Stay up-to-date with external referral sources and provides appropriate referral options for patients based on services needed;
- Service and respond to customer and patient questions, issues and/or concerns.
- Securely and accurately document all patient information, and psychiatric screenings in EMR
- Provide support and provide patients with behavioral health forms, handouts and screenings;
Submit HOPE Clinic forms and documentation in a timely manner. (improvement activities, response to memorandums, travel reconciliation, supply requests, leave requests, monthly in-service);

- Positively contribute to staff morale and corporate culture;
- Perform other duties as assigned to support HOPE Clinic’s Mission, Vision and Values.

QUALIFICATION REQUIREMENTS:

- Ability to work independently with strong sense of focus, task-oriented,
- Ability to work with culturally-diverse families and communities with the ability to be culturally sensitive, appropriate and non judgmental.
- Work well under pressure and maintain a consistently pleasant and professional demeanor when communicating with the public and staff.
- Be able to maintain a calm and professional attitude even in the face of crisis and dramatic presentation.
- A strong sense of and respect for confidentiality involving both clients and fellow employees;
- Ensure that work assignments and information gathered from day to day work is not shared with anyone and protects all patient and agency information. Is knowledgeable of and maintains HIPAA standards of privacy and confidentiality
- Strong interpersonal communication and written skills;
- Able to work in different work settings and environments;
- Adhere to agency policy, procedures and the professional code of ethics;
- Basic casework skills (referrals, advocacy).

EDUCATION and/or EXPERIENCE:

- High School Diploma or GED; B.A. degree preferred;
- Certified Community Health Worker (CHW) strongly preferred;
- Medical Assistant Certification and experience working with persons in crisis is preferred

LANGUAGE SKILLS:

- Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

MATHEMATICAL SKILLS:

- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.
OTHER SKILLS and ABILITIES:
- Bilingual (Vietnamese, Chinese, Arabic and/or Spanish with English) is preferred;
- Above average skills in language ability as well as public speaking and writing;
- Must have good transportation and a valid Texas Driver’s license.

LEADERSHIP RESPONSIBILITIES:
No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:
Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Although the job is supervised, a level of independent judgment and critical thinking is required. The job receives ongoing supervision.

PROBLEM SOLVING:
Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:
Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with patients, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:
Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

PATIENT RELATIONSHIPS:
Follow through with patient inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:
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.
- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting (up to twenty pounds) is required.
- Ability to uphold the stress of assisting patients of diverse backgrounds.
- Regular, predictable attendance is required.
WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements.

HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.