

EMERGENCY DEPARTMENT BASED BEHAVIORAL HEALTH CARE MANAGER, COMMUNITY ENGAGEMENT TEAM - MADRAS, OREGON

Title: Emergency Department Behavioral Health Care Manager
Program: Jefferson County CMHP, DOPT
Program Location: St. Charles Medical Center & BestCare Office
Employment Status: Full Time Regular
FLSA Classification: Non-Exempt (Hourly)
Salary/Wage: \$21.00 - \$27.55 depending on qualification and experience

Job Relationships:

- Reports to: Mental Health Supervisor; Program Director
- Employees Supervised: None

Duties:

1. Work closely and collaboratively with St. Charles Health Systems staff to improve the patients' experience of care, improve the cost of care, and improve the workflows and resources available for St. Charles medical providers.
2. Provide outreach, engagement, assessment, and care coordination services to identified emergency department patients with mental health or substance use disorders, with the goal of reducing unnecessary readmissions into the emergency department.
3. Provide services within the framework of the Intentional Peer Support model.
4. Work closely with community based medical clinics, behavioral health providers to support rapid access to appropriate medical and behavioral health treatment upon discharge from the emergency department.
5. Provide ongoing support to identified patients, when appropriate, during the emergency department stay, post-discharge period, and during any readmissions.
6. Maintain care documentation in the hospital medical record and BestCare's EMR.
7. Maintain data on patient contacts, engagement in medical and behavioral health services, continued contacts post-discharge, and re-admissions to the emergency department.
8. Model ethical, compassionate, and professional behavior while in the work setting.
9. Help provide direction and support to the Hospital Based Peer Mentor.
10. Provide written and in-person reports on the emergency department-based services as necessary.
11. Other duties as assigned by the Supervisor, Program Director or CEO.

Minimum Requirements:

Have a current Oregon certification as a QMHA or as a Certified Drug and Alcohol Counselor (CADC) or completed within twelve months of hire. Preference will be given to CADC candidates.

Bilingual (English/Spanish) preferred, but not required.

Have knowledge, skills, and abilities demonstrating competence in the following essential job functions: treatment of behavioral health disorders including client evaluation and other

counseling techniques; program policies and procedures for client case management and record keeping; and accountability for recording information in the client files assigned to them consistent with those policies and procedures and applicable OAR's.

BestCare Treatment Services uses a "Stages of Change/Motivational Interviewing" model of treatment. Counselors are expected to have a strong understanding of these treatment models. Counselors are expected to be proficient with the use of ASAM criteria in determining length of stay for clients.

Have the ability to work independently and have the skills to be a team player. Must have the ability to get along with co-workers. Must possess the ability to network with all resources in order to provide the best customer service.

For individuals recovering from a substance use disorder, have maintained continuous sobriety for the immediate past two years at the time of hire.

Tools and Equipment Used:

Must have competency in using a computer for word-processing, data base and internet usage. Must be able to operate usual office equipment such as fax, telephone, and photocopy machine. Must possess a current, valid driver's license.

Physical Demands:

The physical demands 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. While performing this job, the employee is regularly required to reach with hands and arms. The employee is frequently required to stand, walk, and use hands to handle, feel or operate objects or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee must occasionally lift and/or move up to twenty (20) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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 position requires the employee to dress in a professional manner that meets the standards for professional employees in Central Oregon.

To Apply:

Please complete the application using the link below, and submit along with a cover letter, resume with personal email address for correspondence, any applicable licenses, certifications or degrees with transcripts, and contact information for three supervisory/professional references.

[Application for Employment – BestCare \(bestcaretreatment.org\)](http://bestcaretreatment.org)