**BestCare Treatment Services**

**Position Description**

**Title:** Mobile Crisis Case Coordinator

**Program:** Crook County CMHP

**Program Location:** Prineville, Crook County, Oregon (Travel required)

**Supervisor:** Mental Health Supervisor; Program Director

**Employment Status:** Full Time Regular (1.0 FTE)

**FLSA Classification:** Non-Exempt (Hourly)

**Effective Date:** October 2022

**Job Summary**

The Mobile Crisis Case Coordinator works as a coordinator for mobile crisis response, risk assessment and crisis stabilization planning for adults and children in Crook County, under the direction of a QMHP involved in crisis services (this will often be a supervisor but might be any QMHP who is working with the crisis team). This position works collaboratively with mental health and physical health care providers, police agencies, emergency departments, school personnel, and other social service agencies to assure the best possible treatment for clients, while supporting a Trauma Informed Care environment.

**Essential Functions**

1. Provides crisis and risk assessment and intervention services in support of BestCare’s mobile crisis response, including after hours, under the direction of QMHP
2. Provides immediate mobile response to individuals experiencing mental health crises in Crook County. Calls may come from a variety of different sources including the hospital, jail, police, or other community partners
3. Gathers information necessary to identify and assess risk factors for harm to self or others in the context of the client's current psycho-social state via interview with client and with consideration given to collateral information; make recommendations for safety planning or higher level of care needs
4. Initiates director’s custody and involuntary transport holds for individuals deemed at risk of harm to self and/or others following County guidelines, as directed by QMHP
5. Provides assessment and recommendations to treatment providers and emergency departments as appropriate
6. Assesses for personal safety in the environment and request law enforcement support as appropriate
7. Provides information and facilitate linkage to mental health treatment and other social services.
8. Operates in a sometimes ambiguous and frequently changing work environment
9. Respects client rights and responsibilities and demonstrate professional boundaries and ethics.
10. Adheres to mandatory abuse reporting laws and HIPAA requirements
11. Documents and maintain electronic health record (EHR) and ancillary records in a manner that assures compliance with all agency policies, program procedures and local, state, and federal regulations. Completes documentation within agency stated timelines. All crisis documentation must be approved and signed by supervisor or other designated QMHP
12. Attends seminars, training and other educational opportunities in order to develop professional skills and abilities
13. Participates in all scheduled staff meetings, supervision sessions, and other departmental and agency meetings
14. Collaborates with other team members and community partners
15. Provides case consultation and stays in communication with other MH providers
16. Completes comprehensive safety plans, with direction from QMHP
17. Completes appropriate follow-up with clients as required
18. Assists in completing referrals, as necessary, to respite or other higher levels of care
19. Completes various tracking and reports as directed
20. Other duties as assigned by the Supervisor or Program Director

**Qualifications**

**Education, Certifications and Licensure**

* Candidate should have a Bachelor’s Degree in behavioral science (psychology, social work, or related field) OR a minimum of three (3) years working in a behavioral setting
* Candidate must be qualified and able to be credentialed as QMHA at time of hire
* BLS Certification required
* Must have a valid Oregon Driver’s license and be insurable to drive a motor vehicle.

**Experience**

* Solid experience working in community behavioral health using addictions concepts, case management and treatment services, client assessment, treatment planning and treatment protocols, behavioral health disorders and diagnostic classifications
* Previous crisis work is preferred but not required
* Experience working with diverse communities preferred

**Knowledge, Skills and Abilities**

* Demonstrates strong client engagement skills.
* Demonstrates successful collaboration with teams at various levels of care and with community partners.
* Possesses well-developed human relations, interviewing, counseling, and writing skills
* Demonstrates compassion towards individuals with Mental Health Crises, SUD, and co-occurring medical and mental health needs
* Demonstrates an appreciable interpersonal sensitivity and awareness of client situations and values
* Ability to communicate clearly, concisely, and effectively, both orally and in writing
* Ability to maintain documentation in the EMR/Electronic Medical Record program
* Familiarity with MS Office 365 (Word, Excel, Outlook), virtual meetings, and other data tracking systems
* Ability to work well with clients, co-workers, and community partners of diverse backgrounds and culture
* Ability to work independently and as a positive, collaborative team member. Must have the ability to get along with co-workers
* Ability to function effectively and use good judgment in crisis situations
* Flexibility is a MUST, as this position will require evenings, weekends, or unusual scheduling patterns. There will be a certain number of on-call afterhours shifts required for this position
* Bi-Lingual Spanish/English strongly preferred but not required

**Tools and Equipment Used:**

Laptop computer, fax machine, scanner, copy machine, telephone

**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 and focus. Requires sufficient ambulatory ability to drive throughout Crook County. Employee must be able to get in and out of a motor vehicle.

**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.

Work environment is a variable setting. Employee will occasionally be in an office setting as well as traveling to and working in other organizations, schools, hospitals, community gathering places, homes etc. Travel within Central Oregon and occasionally outside of Central Oregon required. Must have reliable transportation.

The position requires the employee to dress in a professional manner that meets the standards for professional employees in Crook County.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT BETWEEN THE EMPLOYER AND THE EMPLOYEE AND IS SUBJECT TO CHANGE BY THE EMPLOYER AS THE NEEDS OF THE EMPLOYER AND REQUIREMENTS OF THE JOB CHANGE.

Employee Signature / Date Supervisor Signature / Date