

Job Description

Job Title: Integrative Healthcare Specialist

Department: FQHC

Supervisor: Licensed Clinical Social Worker

FLSA Status: Non-Exempt

Prepared By: Human Resources

Prepared Date: 6/15/2021

Approved By:

Approved Date:

Summary

This position uses an integrative approach to promote wellness and address the medical, behavioral health, substance use, and social determinants of health of FQHC patients. Functions as a member of the multidisciplinary treatment team to assess needs, and develop, implement, track and revise comprehensive care plans for children and adults.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Responds in real-time to meet with patients with needs identified during another HMC appointment and working with the team to assist in a developed care plan.

Provides advocacy, linkage, and referral to community resources.

Engages patients and families to find and develop the best lifestyle at every mental, physical, and spiritual level.

Utilize Motivational Interviewing with patients and be able to identify a patient's stage of change.

Provide brief solution focused care and guidance towards making patient centered changes.

Documents patient care including assessment and follow up plan.

Make regular phone calls as needed with patients to assist in their work toward set goals.

Communicate daily and effectively with Medical Staff the needs and areas of concerns and strength of patients.

Understand and provide Alpha Stim treatments to patients as needed in their scheduled medical visits. (Training Provided)

Work alongside current integrated health staff and medical providers.

Participate in monthly Quality MPCMH.

Promotes a smooth interface between medicine and specialized mental/behavioral health care throughout the organization.

Provides patient education to individuals and groups about health maintenance and management of chronic disease process and mental health conditions.

Communicates facts, ideas, and skills that change knowledge, attitudes, values, beliefs, behaviors, and practices of individuals and families.

Establishes an interpersonal relationship with individuals or families intended to increase or enhance their capacity for self-care and coping.

Participates as a member of a multidisciplinary team to facilitate teamwork, improve patient care processes and outcomes.

Responds to crisis situations according to policy.

Demonstrates communication skills that are clear, effective, facilitate patient care and team functioning, and is respectful of differences.

Utilizes supplies in a cost-effective manner.

Participates in Performance Improvement Program and Health Disparities Collaborative.

Establishes and maintains professional working relationship with other members of the health care team.

Maintains professional competence by pursuing opportunities for continuous learning, attending continuing education offerings, reading professional literature, and engaging in other activities, which develop new knowledge and skills.

Maintains knowledge of, and complies with, personnel, behavioral health, medical, and clerical policies and procedures.

Assists with seasonal programs as needed.

Assists other team members.

Adheres to the standards and policies of the Organizational Privacy/Security and Compliance Programs, including the duty to comply with applicable laws and regulations (HIPAA, OSHA, OIG, guidelines, and other State and Federal laws). This also includes reporting to the Board of Directors, Compliance Officer, Privacy Officer, supervisor or suggestion box, any suspected unethical, fraudulent, or unlawful acts or practices.

Performs other duties as assigned.

Supervisory Responsibilities

This position has no supervisory duties.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data.

Continuous Learning - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Job Knowledge - Exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

Use of Technology - Demonstrates required skills; adapts to new technologies; troubleshoots technological problems; uses technology to increase productivity; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Customer Service - Responds promptly to customer needs; responds to requests for service and assistance.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Oral Communication - Participates in meetings.

Teamwork - Gives and welcomes feedback; contributes to building a positive team spirit; supports everyone's efforts to succeed.

Written Communication - Able to read and interpret written information.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Diversity - Promotes a harassment-free environment.

Ethics - Upholds organizational values.

Organizational Support - Follows policies and procedures.

Adaptability - Adapts to changes in the work environment.

Personal Appearance - Dresses appropriately for position; keeps self well groomed.

Attendance/Punctuality - Is consistently at work and on time.

Dependability - Takes responsibility for own actions; completes tasks on time or notifies appropriate person with an alternate plan.

Judgement - Exhibits sound and accurate judgment.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently.

Quality - Monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Master's Degree in Behavioral Health Field or Bachelor's degree in the Behavioral Health Field (License Preferred)

Knowledge of Motivational Interviewing (Training will be provided as needed)

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Bilingual (Spanish and English) preferred but not required.

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 and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

EMR documentation is required.

Certificates, Licenses, Registrations

College education in the Behavioral Health Field

Physical Demands

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 use hands to finger, handle, or feel. The employee is frequently required to sit; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

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.