



Job Title: Community Health Advocate, Behavioral Health
Job Code: 265
Reports To: Director, Integrated Behavioral Health
FLSA Status: Non-Exempt
Date: 3/29/2016

Overview:

Under the direct supervision of the Director of Integrated Behavioral Health, the Community Health Advocate (Behavioral Health) will work in unison with the care team to identify and remove barriers in order to close gaps and to facilitate patients obtaining quality health care. This position supports case management and other related programs. Working directly with the integrated behavioral health and case management team will provide outreach to patients of the Providence Community Health Centers. Outreach includes, but not limited to, clinic visits, and telephonic outreach. As a member of the local community, the community health workers behavioral health will assist the integrated behavioral health care team by providing care coordination, community resources, Spanish-language interpretation, assist with appointments, as well as closing gaps in regards to social barriers (food, housing resources, utilities etc.). Development of one on one relationship in collaboration with integrated behavioral health clinician and specific care team provides an opportunity to remove social barriers and assist the member to live a healthier life while supporting a culturally diverse community.

Essential Duties & Responsibilities:

- Assist in gathering information for the nurse case manager to incorporate action items into the plan of care.
- Utilize critical thinking to facilitate referrals to the appropriate clinical team member.
- Participate in interdisciplinary care team rounds.
- Maintain detailed records on outreach, enrollment, and case management in the electronic medical record.
- Provide reports and analysis, as required.
- Work well with others and has the ability to discuss in a professional manner issues that come up with staff.
- Facilitate the transition of care from facilities to home, including timely follow-up with primary care team.
- Contact referred patients to engage in case management.
- Schedule assessment & enrollment
- Assist patients in understanding how to access care appropriately.

- Use tools to address gaps in care.
- Identify barriers to care.
- Serves as an interpreter
- Work independently with patients to help patient develop their self management skills and successful meet care plan goals.
- Provide information to patients about community resources and help patients access resources.
- Utilize Motivational Interviewing skills and other patient engagement techniques with patients and caregivers.
- Act as an advocate for individuals and community health needs.
- Assist patients as they transition to independence/case closure by engaging with patients and providing follow up support.
- Participate and complete training and professional development profile as outlined in contract.
- Represent the organization with a positive, professional attitude when communicating with patients and visitors of the health center.
- Work independently to maintain timely, accurate records, documentation.

Qualifications:

- 2 years experience in the field of Human Services required; 3+ years preferred
- Bilingual – Spanish Knowledge of Medicaid and managed care
- Effective communication skills and ability to engage patients to work with care team
- Able to work independently and collaboratively
- Knowledge of community resources
- Ability to deliver culturally competent, patient-centered care
- Ability to work with electronic health records and clinical data is required.
- Community Health Worker accreditation preferred
- Valid drivers license with reliable transportation and proof of minimum auto insurance is required.

Education:

- Associate’s Degree is required, Bachelor’s degree in Social Work is preferred

Essential Working Conditions and Environment:

LANGUAGE SKILLS

Ability to read, analyze, and interpret, professional journals and technical procedures. Ability to research and write detailed reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions. Ability to read and interpret documents, regulations and procedure manuals. Ability to effectively present information by telephone and in one-on-one encounters.

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. Knowledge and ability to research capture data, prepare detailed and complicated reports in and electronic fashion.

REASONING ABILITY

Ability to define problems, collect data, document facts, and draw valid conclusions. Ability to interpret an extensive variety of technical regulations. Ability to manage multiple projects and deadlines involving multiple variables.

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.

1. While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle or feel.
2. The employee frequently is required to reach with hands and arms.
3. The employee is occasionally required to stand, walk and climb or balance.
4. The employee must regularly lift and/or move up to 10 pounds.
5. Specific vision abilities required by this job include close vision and 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 noise level in the work environment is usually moderate.

SUMMARY OF OCCUPATIONAL EXPOSURE

Classified by CDC as high risk.