



## Southland Care Coordination Partners

<b>Job Title:</b>	Behavioral Health Specialist 2	<b>Program:</b>	Behavioral Health Services
<b>Department:</b>	Health Management Services	<b>Direct Report:</b>	Behavioral Health Services Manager
<b>Location:</b>	On-Site/Remote (where authorized)	<b>Position Type:</b>	Full-Time
<b>Functional Groups</b>	All Employees, General Users, Remote Work Authorization	<b>Classification:</b>	Behavioral Health Specialist 2
<b>Job Description:</b> Responsible for HEDIS gap closures related to Follow-Up After Hospitalization for Mental Illness (FUH), and Follow-Up After Emergency Department Visit for Mental Health (FUM).			
<p><b>ROLES AND RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• Conduct 7-day and 30-day post discharge mental health assessments for adults and children 6 years of age and older, who were hospitalized for treatment of selected mental illness diagnoses or intentional self-harm diagnoses.</li> <li>• Conduct 7-day and 30-day mental health assessments for adults and children 6 years of age and older, after emergency department visit with a principal diagnosis of mental illness or intentional self-harm.</li> <li>• Provide psychoeducation to health plan members dealing with challenges like addiction, physical limitations, and mental illness.</li> <li>• Complete accurate documentation of all assistance provided to Health Plan Members.</li> <li>• Properly executes Health Plan Member referrals/concerns/grievances when applicable.</li> <li>• Provide timely administrative notification of any critical Health Plan Member issues/concerns.</li> <li>• Interact with staff and members to optimize workflow efficiency.</li> <li>• Follows all Policies and Procedures of SCCP.</li> <li>• Comply with Performance Goals / Contract Deliverables.</li> <li>• Participate in all SCCP mandatory and CMS regulatory trainings.</li> <li>• Attend all staff meetings – in person or via telephone (if unable to attend, responsible for knowledge of content).</li> <li>• Abide by all SCCP information security policies, procedures, protocols, and practices.</li> <li>• Participate in regular information security management trainings.</li> <li>• Develop a comprehensive understanding of SCCP information security policies.</li> <li>• Learn to recognize information security risks and report them when they are identified.</li> <li>• Comply with SCCP user access policies.</li> <li>• Comply with SCCP password policies.</li> <li>• Comply with SCCP data protection policies and guidelines.</li> <li>• Comply with SCCP internet use policies and guidelines.</li> <li>• Abide by SCCP policies and guidelines for protecting personal workspaces from security risks.</li> <li>• Abide by principles and laws related to confidentiality.</li> <li>• Demonstrate respect for individual diversity (culture, ethnicity, gender, race, religion, age, economic status).</li> <li>• Other duties as assigned by Direct Report.</li> </ul> <p><b>QUALIFICATIONS AND EDUCATION REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>• State of Illinois clinical licensure (LCSW, LCPC).</li> <li>• At least one year of clinical service experience working with mental health population.</li> </ul>			

- At least one year experience of crisis intervention and care coordination.
- At least one year experience conducting comprehensive assessments for people who have substance and mental health history.
- At least one year’s experience with working with medical interdisciplinary team.

**PREFERRED SKILLS**

- Cultural competence and sensitivity in working with diverse populations with a comprehensive understanding of culture that includes race and ethnicity, religion, age, gender identity, sexual orientation, etc.
- High work ethic, self-motivation, and ability to work independently as well as on a team.
- Strong ability to write and verbally communicate in a clear, concise, and professional manner.
- Detail oriented possess strong initiative, problem solving skills and ability to set and manage multiple priorities to meet deadlines in an expedient and decisive manner with minimal supervision.
- Intermediate proficiency in Microsoft Office Programs including Word, PowerPoint, Excel, and Outlook including ability to create pivot tables, formatting, sorting, create spreadsheets with formulas.
- Strong aptitude for critical thinking and demonstrated analytical skills.
- Bilingual (Spanish speaking preferred).

<b>Created By:</b>	Dr. Moriel McClerklin	<b>Date:</b>	4/5/2023
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<b>Last Updated By:</b>	Moriel McClerklin	<b>Date:</b>	11/17/2023