

Western Montana Mental Health Center
802 Main St
Polson, MT 59860
Phone: (406) 883-7310
Fax: (406) 278-6714

Job Title: Care Coordinator

Hours: Full-time, days may vary

Job Summary: The Care Coordinator works in collaboration and continuous partnership with chronically mental ill or “high risk” consumers and their family/caregiver(s), clinic/hospital/law enforcement/specialty providers and staff and community resources in a team approach to:

- Promote timely access to appropriate care
- Increase utilization of preventative care
- Reduce emergency room utilization and hospital readmissions
- Provide targeted support services, to provide a client-centered system of care and to assist in preventing out-of-county placement
- Support and closely coordinate behavioral health care with the consumer’s primary care provider and other treating behavioral health providers
- Create and promote adherence to a care plan, developed in coordination with the consumer, primary care provider and the family/care giver(s)
- Screen and assess consumers for common behavioral health and substance abuse disorders
- Monitor consumers (in person or by phone) for changes in clinical symptoms and treatment side effects or complications.
- Support psychotropic medications management prescribed by PCP’s and/or agency psychiatrist focusing on treatment adherence, attention to side effects and effectiveness of treatment
- Facilitate consumer engagement, referrals and follow up care
- Increase consumer’s ability for self-management and shared decision making
- Connect consumers to relevant community resources with the goal of enhancing consumer health and well-being, increasing consumer satisfaction and reducing health care costs
- Complete relapse prevention plans and facilitate treatment plan changes
- Document consumer progress and treatment recommendations so that they can be easily shared among team members
- Develop, monitor and complete monthly data collection requirements

Essential Duties & Responsibilities:

- Serve as the contact point, advocate and informational resource for consumers, care team, family/caregiver(s), payers and community resources
- Work with consumers to plan and monitor care:
 - Assess consumer’s unmet health and social needs
 - Develop a care plan/treatment plan with the consumer, family/caregiver(s) and providers
 - Monitor adherence to care plan/treatment plan, evaluate effectiveness, monitor patients’ progress in a timely manner and facilitate changes as needed
 - Create ongoing processes for consumer and family/caregiver(s) to determine and request the level of care coordination support they desire at any given point in time
- Facilitate consumer access to appropriate medical and specialty providers
- Meet with consumer, family/caregiver(s) and care teams during times of crisis to determine best level of care. This may be done in the hospital, jail or crisis house
- Educate patient and family/caregiver(s) about relevant community resources

- Facilitate and attend meetings between consumer, family/caregiver(s), care team, payers and community resources as needed
- Cultivate and support primary care and specialty provider co-management with timely communication, inquiry, follow-up and integration of information into the care plan/treatment plan regarding transitions-in-care and referrals
- Assist in the identification of “high risk” consumers (the chronically mentally ill and those with specialty health care needs)

Education/Experience/Requirements:

- Bachelor’s degree in nursing, social work, psychology or other related field
- Three years’ experience in community behavioral health setting or equivalent. Must have some knowledge of basic screening tools for common behavioral/substance abuse disorders
- Basic knowledge of psychopharmacology for behavioral health disorders
- Evidence of essential leadership, communication and education skills
- Local knowledge about and connections to community and state resources is a must
- Proficiencies in communications technologies (phone, email, computer, etc.)
- Highly organized with ability to keep accurate notes and records
- Experience with medical records systems desirable
- Demonstrate ability to collaborate effectively in a team setting
- Must be comfortable working in crisis situations and settings, working under pressure and meeting deadlines
- Must be able to maintain strict confidentiality
- Must have a valid Montana driver’s license and insurance. Driving will be required with this position
- Ability to work a flexible schedule. On-call and evenings/weekends may be required