



POSITION DESCRIPTION

Date: 1/7/2020	Prepared By: Kevin Creek, Community Paramedic Specialist		
Position Title: Community Behavioral Health Navigator		Department: Community Paramedic	
Exempt: <input type="checkbox"/> Non-Exempt: <input checked="" type="checkbox"/>		Salary Range: (bi-weekly) \$1,615.38 to \$2,307.69	
Reports to (please list title, not person): Community Paramedic Specialist			

Directors Only

Financial Responsibility (profit/revenue contribution, budget \$):			Number of Outlets:
Frequent Internal Contacts:	1. Community Paramedic Specialist	2. Community Paramedic	3. District Staff
Frequent External Contacts:	1. Client	2. Medical and Mental Health providers	3. Other service providers

Number of Employees under Supervision and Titles: n/a

Other: Qualifications

Competencies:

- Bi-lingual, English/Spanish
- Communication
- Crisis Communication
- Consultation
- Critical Evaluation
- Ethical Practice
- Global and Cultural Awareness
- Relationship Management

Job Summary: This position will be responsible for comprehensive case management and care coordination to ensure a consistent and coordinated delivery of services for high-risk, high-acuity mental health consumers in Eagle County. The goal of the Behavioral Health Navigator position is to reduce barriers to care, work directly with the client to improve the mental health outcomes through supportive case management, provide early intervention, risk reduction, client education and empowerment.

The Behavioral Health Navigator will work within the context of a client-centered, recovery-oriented, wraparound approach, in partnership with mental health providers, agencies and physicians to promote: timely access to needed care, comprehension and continuity of care, client empowerment and the enhancement of client and family wellbeing.

Note: This position is grant-funded for one year and longevity depends on the securing of future funding.

Essential Duties and Responsibilities (list in order of importance within each category):

- Client assessment and need identification
- Care coordination with mental health and medical providers to improve access and continuity of care (may include home visits, assistance in attending appointments or other activities that support continuity of care)

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. Other duties may be assigned.

- Convening care coordination meetings with providers when necessary to support needs of the client
- Care plan development and goal setting
- Facilitation of referrals and coordination with community resource providers
- Client (and family) skill building – teach skills and help increase client self-sufficiency
- Updating and maintaining client records
- Tracking client outcomes
- Outreach, engagement and relationship building with medical, mental health and community providers
- Attendance and engagement in outreach and educational events

Essential Knowledge, Skills and Abilities

- Strong Interpersonal and communication skills and the ability to build and maintain strong relationships with clients, providers and colleagues from a variety of backgrounds
- General knowledge of mental illness, substance abuse, motivational interviewing, behavior change and suicide prevention
- Ability to produce written documentation, adequate tracking and maintenance of client records in a manner that is readily understood by other service providers
- Highly organized, ability to multi task and balance multiple cases in busy and sometimes hectic work environment
- Ability to demonstrate sound judgement when assessing the level of client’s need and appropriate referrals/connections.
- Ability to operate from a client-centered approach; advocating, empowering and educating the client, maintaining professionalism, compassion and support of the client at all times
- Ability to summarize, articulate and advocate for client needs and communicate and implement improvements for service delivery to all providers involved in client’s care
- Knowledge of local/regional mental health system, agencies, partnerships and resources
- Ability to work in a cooperative and collaborative manner with physicians, mental health providers, psychiatrists or other community case management staff that are currently serving the patient
- Comfort level with public speaking and community outreach skills.
- Ability to build strong relationships and rapport within the community and providers to
- Self-driven and motivated

Essential Responsibilities Related to Client Privacy

- Expected to protect the privacy of all patient information in accordance with the District’s privacy policies, procedures and practices as required by federal and Colorado law, and in accordance with general principles of professionalism as a health care provider.
- May access protected health information and other patient information only to the extent that is necessary to complete job duties.
- Encouraged and expected to report, without the threat of retaliation, any concerns regarding the District’s policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- Expected to actively participate in the District’s privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with District policy.

Values Based Expectations

Expected to act in accordance with our Mission, Vision and Values at all times.

Mission:

Provides skilled, professional and compassionate Emergency Medical Service (EMS) to our community.

Vision:

- To be a world leader in out-of-hospital healthcare.

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Values:

- **Integrity**
Be honest, committed, and consistent in your words and actions.
- **Excellence**
Strive to continuously improve knowledge, practice and skills.
- **Community**
Be helpful, compassionate, and respectful in all interactions.
- **Patient Advocacy**
Act in the best interest of your patients.
- **Professionalism**
Be loyal, ethical and team oriented.

List specific knowledge, skills and abilities needed for position (specify whether required or preferred):

Area	Comments	Required	Preferred
Education:	Associate's degree in human services or related field required. Direct experience working with diverse populations required.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Education:	Bachelor's degree in human services or related field.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Education:	Master's degree in social work, or related human services	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Computer Operations:	Knowledge of programs for documentation of client encounters, spreadsheets, document creation and other presentation models.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Required Training (provided)	Motivational Interviewing Skills Colorado Patient Navigator Training Level 2 Detailed knowledge of local medical providers Detailed knowledge of local mental health providers Detailed knowledge of mental health and community resources Training on basic counselling skills, de-escalation, and risk management Training in confidentiality and HIPPA	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Licenses or Accreditations:	See Required Training	<input type="checkbox"/>	<input type="checkbox"/>
Previous Work Experience	See Qualifications	<input type="checkbox"/>	<input type="checkbox"/>
Previous Supervisory Exercised:	n/a	<input type="checkbox"/>	<input type="checkbox"/>
Language Ability:	In addition to English/Spanish bilingual, ability to effectively interact and communicate with patients, co-workers and District staff. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports, correspondence, proposals, etc. with a high degree of professionalism and accuracy.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other:	Valid Colorado Driver License with safe driving history	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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Physical Demands

LIFTING: Does the job require weight to be lifted or force to be exerted? If so, how much and how often?

Weight	NONE	UP TO 1/3	1/3 to 2/3	2/3 OR MORE
Up to 10 Pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Up to 25 Pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 Pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 Pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 Pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OTHER PHYSICAL ACTIVITIES REQUIRED: How much on the job time is spent performing the following?

Activities	NONE	UP TO 1/3	1/3 to 2/3	2/3 OR MORE
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Using hands to finger, hands to feel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reaching with hands and arms	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb or balance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch or crawl	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Taste or smell	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OTHER PHYSICAL ACTIVITIES REQUIREMENTS OR PHYSICAL DEMANDS:

Indoor/Outdoor:	Generally, inside. Requires travelling to meetings, visiting clients and may require outside work on occasion
Hazardous Materials or Noise:	The noise level in the work environment is usually moderate, but may be high at times due to vehicle and mechanical equipment noise.
Holidays/Weekends/Evenings:	40-hour week 9 am to 7 pm consisting of four – 10 hour shifts. This position covers up to 7 days/week.
Equipment Used in Job:	Computer, telephone, 10-key, copier, fax, scanner, smartphone/mobile device, motor vehicle.
Other:	No regular travel is required outside the district. Frequent travel throughout the work day within Eagle County.

VISION: Select the specific vision requirements for this job:

Close Vision: <input checked="" type="checkbox"/>	Distance Vision: <input checked="" type="checkbox"/>	Color Vision: <input checked="" type="checkbox"/>
Peripheral Vision: <input checked="" type="checkbox"/>	Depth Perception: <input checked="" type="checkbox"/>	Ability to adjust focus: <input checked="" type="checkbox"/>

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. Other duties may be assigned.

HR Initials: KB

Amended Date: 7/4/2020

ACKNOWLEDGEMENT:

I acknowledge receipt of this job description. I understand that signing this job description does not create a contract of employment nor guarantee employment for any definite period of time. I understand that I have been hired at the will of the Eagle County Health Service District and my employment may be terminated at any time, with or without cause and with or without notice.

I have read and understand the above, and by my signature consent to these statements.

Employee's Name

Employee's Signature

Date

Supervisor's Name

Supervisor's Signature

Date

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