

Job Description

Americorp Member – Behavioral Health

Position Title:	Americorp Member – Behavioral Health	Approved by:	Rock River Community Clinic Management Team
Last Review Date of Job Description:	July 2022	Department:	Rock River Community Clinic
Reports To (Title):	CEO/Executive Director – administrative issues Clinic Operations Manager – clinical issues	Status:	Exempt <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/>

Purpose of the Position

The VISTA Member activities will increase access to healthcare to the low income and uninsured population by increasing access to needed behavioral health support through integrated care opportunities and referrals with community partners to increase access to care and continuity of care for the most vulnerable populations.

Essential Duties

1. Help develop behavioral health referral process and integration of care opportunities for RRCC
 - Develop workflows and procedures to support the implementation of behavioral health care opportunities for medical and dental patients
 - Work closely with community and county partners that provide behavioral health services to support access to care for vulnerable patients with limited financial resources
 - Create patient referral workflows and materials to ensure the continuity of care for patients with unique behavioral health needs
 - Create quarterly data visualizations to present to HRSA and community partners.
2. Develop efficient systems to optimize the use of telehealth to access a greater number of behavioral health services
 - Serve as lead assistant for our Wisconsin Department of Health DCTS grant to implement telehealth services for behavioral health care
 - i. Develop telehealth workflows and operations for the clinic and our patients

- ii. Help prepare and manage telehealth room and oversee patient experience with telehealth
 - iii. Support the implementation of language line services through telehealth for patients that do not speak English
 - iv. Create reports for DCTS and community partners that show the use of telehealth services and areas for improvement
 - Serve as a behavioral health screener to help identify needed services for patient care and help triage to appropriate community referrals
3. Performs other duties as assigned to include assisting with clinic operations (i.e., scheduling patients, patient surveying, etc.).
 4. Completes department-specific orientation and annual competencies for this position.

Standards of Performance & Behavior representing Rock River Community Clinic:

1. Customer Service/Responsiveness
 - a. Anticipates customers' needs and follows through accordingly.
 - b. Considerate and tactful when dealing with patients, peers, family members.
 - c. Ensures that the customer is satisfied with the help given and makes sure that the customer leaves with a positive impression.
 - d. Informs customers of delays but never uses staffing or EHR as an excuse.
 - e. Welcomes new employees and sets an example of exceeding customer expectations.
 - f. Listens to requests and takes every concern seriously.
2. Excellence/Professionalism
 - a. Understands and practices proper safety techniques.
 - b. Takes personal accountability for one's own actions/performance.
 - c. Takes an active role in continuous improvement of the department.
 - d. Strictly adhere to RRCC's confidentiality and privacy policies.
 - e. Maintains a professional appearance at all times.
 - f. Think and act ethically and honestly in all daily work activities and decisions.
 - g. Attends all meetings as required.
3. Empowerment/Sensitivity
 - a. Takes immediate action to correct an issue by providing a positive, honest explanation and not placing blame.
 - b. Adaptable to changes at the last minute. Takes risks, offers innovative ideas, thinks outside the box and is committed to promoting a positive team environment.
 - c. Consistently meets job expectations and works within the overall Mission, Vision and Values of RRCC.
 - d. Accepts constructive criticism positively.
4. Cultural Diversity/Teamwork
 - a. Respects and understands the values of each person's role within the organization

- and that we are partners on the team; parts are not greater than the whole.
- b. Respects religious and cultural beliefs that may be different from one-self and treats all equal by recognizing an individual's needs and differences.
 - c. Looks for opportunities to celebrate and recognize teamwork from fellow staff members.

Standards of Compliance representing RRCC's Culture of Safety and Compliance

1. Practice infection control techniques.
2. Maintains patient and staff confidentiality.
3. Attends all mandatory in-services and department meetings.
4. Responds to emergency codes and other emergency situations.
5. Required to rotate shifts and work weekends, holidays and reasonable amounts of overtime.
6. Adheres to all policies, laws, standards and/or regulations established by federal and state regulatory agencies and/or governing bodies in the course of performing job duties.
7. Follows the mission, vision and values of the organization.
8. Demonstrates the culture of wellness and safety.

Age Specific Population Served (check all that apply):

Pediatric Adolescent Adult Geriatric NA

Position Qualifications

Skills/Abilities

1. Ability and determination to efficiently carry out RRCC's mission statement.
2. Ability to supervise, motivate and direct a professional staff.
3. Ability to understand patient attitudes and needs, develop and orient program goals and concepts accordingly, and to work effectively toward their accomplishment with all staff members.
4. Ability to establish and maintain effective working relationships with co-workers, officials, the public, patients, other private and public health organizational representatives, health care personnel and community groups and organizations.
5. Ability to work under pressure and high stress, maintain personal composure, evaluate situations and act/react appropriately, and use tact in dealing with visitors, patients and difficult situations.
6. Ability to communicate orally and in writing, makes appropriate decisions on inquiries, and provides clear and concise written and oral information/ presentations to a wide variety of staff. Ability to interpret and apply program operations to applicable laws, rules, regulations and funding source requirements and according to acceptable standards.
7. Ability to read and respond to emails in a timely fashion.
8. Ability to identify and maintain confidential/HIPPA material.

Education

1. Undergraduate degree in a health or social service-related field.

2. Ability to speak Spanish is preferred.

Related Work Experience

1. Experience in a clinic/professional setting is preferred.

Working Conditions

1. Working/Environmental Conditions: Must be able to work in close-quarters and fast paced physician's office environments.
2. Machines, Equipment, Tools Used: General office equipment. Various laboratory equipment. Sterile reprocessing equipment, EKG machine, blood pressure equipment, any other specialized medical equipment site specific.
3. Exposures: Possible exposure to blood, other body fluids or other potentially infectious materials. Possible exposure to communicable diseases or infections.
4. Personal Protective Equipment (PPE): Gloves, masks, and gowns, eye protection as necessary.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed must be representative of the knowledge, skills, minimum education, training, licensure, experience, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read this job description and understand that this list is not all-inclusive of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by others as deemed appropriate.

Employee Signature

Date