

CARBON COUNTY MONTANA

JOB DESCRIPTION



POSITION: Crisis Care Coordinator

DEPARTMENT: Public Health

REPORTS TO: Public Health Director

- Full-Time (40 hours) Part-Time Benefit Eligible (30-39 hours) Part-Time (≤29 hours)
 Permanent Seasonal Temporary Grant-Funded Short-Term
 Exempt Non-Exempt
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PURPOSE OF THE JOB: The Crisis Care Coordinator works directly with the Mental Health Center as a Public Health employee. They are responsible for implementing client care plans, advocating on behalf of clients, facilitating client access to needed services, guiding clients through community-based resource options, and reducing clients' barriers to community integration. This position also actively participates in the Carbon County Behavioral Health Crisis Coalition.

The Crisis Care Coordinator will work to improve collaboration and communication between independent, external entities and a community-built behavioral health crisis system by acting as a main point of contact for county residents in a behavioral health-related crisis. This position will assist in the implementation of a behavioral health crisis model through the promotion of interagency coordination, thereby connecting clients with promotional and preventative behavioral health programs, crisis interventions, assistance accessing treatment, and maintenance support.

The Crisis Care Coordinator supports Montana DPHHS's initiative to assist community members who are in a crisis situation to have someone to call, someone to respond, and somewhere to go. All while simultaneously supporting goals to decrease inappropriate jail and hospital emergency services admissions and rates of client relapse in crisis situations.

SCHEDULE: Monday-Friday, 8:00am-5:00pm (1 hour lunch), possible evening and weekend hours necessary

ESSENTIAL FUNCTIONS:

Facilitate and deliver care coordination services to Carbon County residents;

Ensure clients receive appropriate, efficient care by coordinating services and referrals;

Track client clinical outcomes;

Coordinate and implement community based mental and behavioral health program;

Coordinate and implement a substance use community driven program;

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Collaborate with other agencies, non-profits, and individuals to assist clients in breaking down and removing barriers to effective care and long-term recovery;

Continuously champion goals and maintain relationships with partners, stakeholders and community members to advance the success of the community built mental and behavioral health crisis system;

Ensure immediate changes are made in the treatment plans as clients' needs change;

Educate and support clients' families, and advocate for clients' rights and preferences;

Responsible for coordinating interdepartmental and outside agency collaboration between Public Health, Law Enforcement, Mental Health Services, EMS, and other entities as needed;

Responsible for working directly with The Mental Health Center performing duties of scheduling clients and managing therapist staff schedules;

Assist clients in navigating all socioeconomic barriers to long-term recovery by assisting in securing childcare, housing, food, financial assistance, and money management programs;

Collect and analyze data to determine and monitor effectiveness of behavioral health crisis system.

OTHER DUTIES AND RESPONSIBILITIES:

Research, create, format and finalize documents and/or presentations;

Copy, scan and fax documentation and maintain record of transmission and/or receipt;

Develop and nurture professional relationships with coworkers, department leadership, County Staff and others;

Maintain sensitive information and standards of confidentiality, with strict adherence to HIPAA and PII;

Attend trainings necessary to position and/or CCPH when approved by Director;

In the event of an emergency this position will fulfill all duties assigned by the Public Health Director, Clinic Nurse/Staff Coordinators, PHEP Contractor, and/or Incident Commander. You will be asked to perform those duties that are assigned to you during an emergency as appropriate;

Other duties as assigned.

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KNOWLEDGE AND SKILLS:

Extensive knowledge of community resources and organizations within Carbon County;

Understanding of community organizing, project management, strategic planning, communications and organizational/systems dynamics;

Knowledge of the operation of personal computers with word processing, spreadsheet, and database applications, knowledge and/or willingness to learn the scheduling systems and documentation requirements for The Mental Health Center;

Strong skill set in organization, time management, problem-solving, and strategic planning, and scheduling;

Ability to maintain high standards of accuracy, confidentiality and integrity;

Able to communicate effectively orally and in writing;

Must be self-motivated and able to work independently, self-starter.

EDUCATION AND EXPERIENCE:

Bachelor's degree from an accredited college or university in psychology, sociology, or behavioral or human services field. Relevant experience may be substituted for education;

Formally trained, or willing to be trained, in trauma informed care, de-escalation strategies, and harm-reduction, with future potential to be trained and enrolled in Montana Medicaid as a crisis provider at the State's discretion;

One year or more working in social services strongly preferred;

Crisis screening and intervention, treatment planning and case documentation experience strongly preferred;

Valid Montana Operator's License.

FISCAL RESPONSIBILITY:

None

EXTENT OF PUBLIC CONTACT:

Extensive, constant contact with a variety of people, including the public, other staff, contractors, volunteers, visitors, etc.

WORKING CONDITIONS AND ENVIRONMENT:

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Physical Activity:

Repetitive Motion: Never Occasionally Frequently Continually

(repeating movements of arms, hands and wrists)

Talking: Never Occasionally Frequently Continually

(express or exchange ideas verbally)

Hearing: Never Occasionally Frequently Continually

(perceive sound by ear)

Seeing: Never Occasionally Frequently Continually

(obtain impressions through the eye)

Activity Level:

Sedentary

(occasionally lift/carry up to 10 pounds or push/pull small objects; sits most of the time; infrequent to occasional walking/standing)

Light

(frequently lift/carry/push/pull up to 10 pounds and/or occasionally lift/carry/push/pull up to 20 pounds; frequent walking/standing or sitting most of the time while using arms/legs to push/pull)

Medium

(occasionally lift/carry/push/pull 20-50 pounds and/or frequently lift/carry/push/pull 10-20 pounds and/or continuously lift/carry/push/pull 10-20 pounds; occasional to frequent walking/standing)

Heavy

(occasionally lift/carry/push/pull 50-100 pounds and/or frequently lift/carry/push/pull 20-50 pounds and/or continuously lift/carry/push/pull 10-20 pounds; occasional to frequent walking/standing)

Very Heavy

(occasionally lift/carry/push/pull 100+ pounds and/or frequently lift/carry/push/pull 50+ pounds and/or continuously lift/carry/push/pull of 20+ pounds; occasionally to frequent walking/standing)

This job description in no way states or implies that these are the only duties to be performed by this employee. The employee will be required to follow any other instructions and to perform any other duties upon the request of the supervisor or other governing entity.

Employee Signature

Supervisor Signature

Date

Date

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FOR OFFICE USE ONLY

JOB DESCRIPTION: APPROVED DENIED

SALARY SCHEDULE: ADMIN CLERK DISPATCH NURSE ROAD SHERIFF

Presiding Officer Signature

08/08/2023

Date

COMMENTS: