

JOB ANNOUNCEMENT

Position: Integrated Care Coordinator (2)
Program: Behavioral Health
Supervisor: Behavioral Health Director
Salary Range: \$21.84 per hour; (Grade 19, Step 02)
Classification: Exempt
Location: Owyhee Nevada

OPENS: March 25, 2023

CLOSES: Open Until Filled

SPECIFICATIONS: All applications must be fully completed. Any incomplete, undated or unsigned applications will not be processed (Do not refer to the resume in lieu of making required comments on the application) Please attach all required documentation as specified in the Job Announcement. **Failure to attach required documents will disqualify you from consideration for this position.** Employment Applications are available at the Human Resource Department. Any questions regarding this position is to be directed to the Human Resource Department at the above listed telephone number.

Preference for filling vacancies will be given to qualified Indian Applicants in accordance with the Indian Preference Act (Title 25 U.S. Code, Section 472 and 473). However, the Shoshone-Paiute Tribes is an equal opportunity employer and all qualified applicants will be considered in accordance with the provisions of Section 703 (l) of the Title VII of the Civil Rights Act of 1964, as amended.

The Shoshone-Paiute Tribes application form for employment must be received by the Human Resources Office by 5:00 PM of the closing date of this job announcement.

All Interview notifications will be made by certified mail. It is your responsibility to notify HR if your mailing address and/or phone number changes.

In accordance with Shoshone-Paiute Tribes' Resolution No. 00-SPR-31, all new employees are required to pass a pre-employment drug/alcohol test.

THE SHOSHONE-PAIUTE TRIBES RESERVES THE RIGHT TO CONDUCT BACKGROUND CHECKS ON ALL NEW EMPLOYEES. In accordance with Shoshone-Paiute Tribes' Resolution No. 95-SPR-135

Special Considerations:

Because of the sensitive and trusted nature of this position, the Integrated Care Coordinator is subject to initial, for cause, and random drug/alcohol testing and a thorough background check. This individual works in patient situations requiring mental alertness; and in the course of their employment, regularly comes into contact with children and seniors. This person operates Tribal vehicles and/or equipment in the course of their employment.

Introduction:

OCHF's Integrated Behavioral Health Care Coordinator (OCHF-CC) works with the Behavioral Health Team in a variety of ways. The OCHF-CC assists all patients in need of medical Behavioral Health care by acting as a patient and program advocate and navigator. The OCHF-CC assists in developing BH/Medical work flows and supports with scheduling.

Further, the OCHF-CC addresses barriers to the BH and/or Medical care by providing advocacy and coordination of appointments and referrals, preparing charts for patient visits, assisting the BH providers with work flows, and working as a strong and flexible member of a health care team. The OCHF-CC is expected to demonstrate exceptional critical thinking, clinical, patient and provider relations, organizational, and time management skills.

DUTIES AND RESPONSIBILITIES:

Participates in BH and/or Medical and/or interdisciplinary Team meetings
Supports and reports on quality improvement initiatives
Responsible for on-board and training of new hires
Facilitates patient education about OCHF's integrated model
Involvement in organizational planning committees and activities
Coordinates patient care in conjunction with patients care team
Coordinates with external healthcare systems to ensure continuity of care
Partner with case manager for high risk patient care plans and scheduling, including management of patients with co-morbidities or high risk for readmission to a hospital
Promotes clear communication amongst care team members by ensuring awareness regarding patient care plans
Uses data driven approach to manage scheduling, health outcomes reporting, and project evaluation
Evaluates utilization of resources and develops new forms, workflows and procedures as necessary
Demonstrates knowledge of Social Determinants of Health and Motivational Interviewing
Demonstrates knowledge and use of clinic policies and procedures as well as applicable federal and state rules and regulations
Demonstrates ability to effectively use Electronic Health Records system (EHR)
Facilitates community education about OCHF's integrated model
Utilize Tribal vehicle in order to provide services and fulfill duties.
Completes other projects as assigned.

Customer Service

Provides patient-centered customer service

Demonstrates the ability to anticipate patients' needs and deliver services and respond to patients in a timely, accurate, courteous, respectful and friendly manner

Demonstrates ownership, initiative, attention to detail, and follow-through

Approaches problem-solving by focusing on patients first

Advocates for care that best serves the patient

Address customer complaints/problems in a timely manner

Communication Skills

Oral and written communication is clear, concise, accurate, positive and respectful

Demonstrates comprehension of oral and written questions, instructions, and information rapidly, thoroughly, and accurately

Response to oral and written questions, instructions, and information is timely and appropriate

Written communication is well-organized, legible, concise, neat, and in proper grammatical form

Checks work related email and mailbox on a daily basis

Teamwork and Interpersonal Skills

Dealings with others are characterized by fairness, courtesy, diplomacy, honesty, firmness, empathy and confidence

Effective in offering support and assistance to others, in obtaining information from others, and in supplying information to others

Demonstrates a positive attitude, flexibility and ability to develop effective relationships by helping others accomplish tasks and using collaboration and conflict resolution skills

Judgment and Problem Solving

Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions

Demonstrates good judgment in making decisions

Resolves issues independently and only seeks assistance as needed

Reliability

Completes assigned duties & responsibilities in an accurate, timely and efficient manner

Arrives to work on time and maintains consistent attendance

Follows instructions and appropriate procedures

Maintains patient confidentiality as required by HIPAA

QUALIFICATIONS:

Minimum Qualifications:

High school diploma or GED required
Desire to serve the community clinic population with OCHF services
Experience and/or interest in social work, public health, community advocacy
Demonstrates cultural competence and seeks education in areas lacking culture competence
Must have a valid Driver's License

Preferred Qualifications:

Bachelor's Degree or substituted work experience in Health and Human Services, Community Studies, Health Sciences or related field
Experience in Motivational Interviewing
Experience working in a healthcare setting, counseling, social work, human development, or related field
Skills in Microsoft Office
Experience with Electronic Health Record system

Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk; use hands and talk or hear. Fine motor skills such as typing, the use of a computer mouse and telephone handset is required. Employee is frequently required to reach with hands and arms. The employee is required to sit, stoop, kneel and crouch. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

The work environment involves the normal risks and discomforts typical of an office.