

JOB ANNOUNCEMENT

Position: Integrated Care Coordinator
Program: Behavioral Health
Supervisor: Behavioral Health Director
Account Code: 20-3000-9018-24-6000
Salary Range: \$22.38 / hour (Grade 20, Step 01)
Classification: Exempt
Location: Owyhee Nevada

OPENS: March 4, 2024

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 client 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:

The Integrated Care Coordinator works with the Behavioral Health Team in a variety of ways. The ICC assists all clients in need of medical / Behavioral Health care by acting as a client and program advocate and navigator. The OCHF-ICC assists in developing BH/Medical work flows and supports with scheduling.

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

DUTIES AND RESPONSIBILITIES:

Work with Behavioral Health team; internal and external medical providers to coordinate client care

Participate in BH and/or Medical and/or interdisciplinary team meetings

Support and report on quality improvement initiatives

Responsible for on-board and training of new hires

Facilitate client education about OCHF's integrated model

Involvement in organizational planning committees and activities

Coordinate with external healthcare systems to ensure continuity of care

Partner with case manager for high risk client care plans and scheduling, including management of clients with co-morbidities or high risk for readmission to a hospital

Promote clear communication amongst care team members by ensuring awareness regarding client care plans

Use data driven approach to manage scheduling, health outcomes reporting, and project evaluation

Evaluate utilization of resources and develop new forms, workflow and procedures as necessary

Learn of Social Determinants of Health and Motivational Interviewing

Utilize clinic policies and procedures as well as applicable federal and state rules and regulations

Use Electronic Health Records system as determined and required by role

Provide individualized, ongoing guidance, coaching and support

Assist in developing formal and informal community supports

Assist the person served in increasing social support networks of relatives, friends and/or significant others

Offer support in times of crisis

Work in cooperation with other providers, family members or significant others involved in the client's care plan

Facilitate 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:

Provide client-centered customer service

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

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Demonstrate ownership, initiative, attention to detail, and follow-through
Approach problem-solving by focusing on clients first
Advocate for care that best serves the client
Address customer complaints/problems in a timely manner

Communication Skills:

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

Use critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions
Demonstrate good judgment in making decisions
Resolve issues independently and seeks assistance as needed

Reliability:

Complete assigned duties & responsibilities in an accurate, timely and efficient manner
Arrive to work on time and maintains consistent attendance
Follow instructions and appropriate procedures
Maintain client confidentiality as required by HIPAA, Hi-Tech Act, and CFR42

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.

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Work Environment:

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

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