



Job Title: Behavioral Health Consultant
Department: Behavioral Health
Supervisor: Director of Behavioral Health
FLSA Status: Exempt
Approved Date: 1-1-18

Position Summary

Operates as a behavioral health consultant (BHC) with various primary care teams at any of CHCW's clinics utilizing the Primary Care Behavioral Health (PCBH) model of care. Conducts brief interventions with a high volume of patients via several different visit types (e.g., individual, group, co-visits, etc.) as well as provide recommendations back to the primary care provider or team. May provide didactic and in vivo practice training to Family Medicine (FM) residents, medical students, doctoral psychology students, and any other learners, staff, community members, or state, local or federal stakeholders in integrated behavioral health as requested.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Provides brief behavioral and cognitive behavioral interventions for patients.
2. Is available for "curbside" consultation (brief discussion between the BHC and a PCP) during scheduled clinic time or available by phone.
3. Maintains a visible presence and is available for same day and scheduled initial consultations with patients referred by PCPs.
4. Performs brief, limited follow-up visits for selected patients.
5. Conducts risk assessments, as indicated.
6. Provides psycho-education for patients during individual and group visits.
7. Assists in the development of patient education materials, clinical pathway programs, group medical appointments, classes, and behavior focused practice protocols as requested.
8. Provides PCPs or team members with verbal or written feedback documented in the EHR on patient encounters.
9. Assists with referrals to specialty Mental Health/Substance Abuse (MH/SA) services; when appropriate, supports a smooth transition from specialty MH/SA services back to the primary care clinic level of care management enlisting help of Population Health case managers as necessary.
10. Completes clinical records and other necessary paperwork in a timely manner complying with all regulations.
11. Educates PCPs in the basic principles of brief behavioral and cognitive behavioral interventions and reinforce their use in the medical visit.
12. Attends clinic meetings, including All Staff, PCP, Clinic Leadership, and Clinic BHC meetings as requested by the Director of Behavioral Health.
13. Maintains BHC log of special projects, clinics worked, PTO taken etc via Drop Box.

At the discretion of the Behavioral Health Education Director and the Director of Behavioral Health:

1. Provides in vivo clinical training to residents and as part of the residency/internship curriculum.
2. Designs and delivers didactic presentations to FM residents and psychology interns.
3. Completes rotation evaluations of specific FM residents and psychology interns in a timely fashion.
4. Assembles reading materials, self-guided learning materials, video and internet based learning methods designed to improve the clinical skills and knowledge base of family medicine residents and psychology interns.
5. Assists in the recruitment and selection of pre-doctoral psychology interns on an annual basis.
6. Develops an array of local psychology internship rotation options including local regional hospitals, pediatric clinics, rural primary care practices and other specialty settings.

Competencies

To perform the job successfully, the following competencies should be demonstrated.

Attendance/Punctuality - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

CHCW Culture - Treats people with respect; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

CHCW is committed to attracting and retaining a diverse staff. We honor your experiences, perspectives, and unique identity. Together, our community strives to create and maintain working and learning environments that are inclusive, equitable, and welcoming.

Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service for Internal and External Customers/Patients - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses

reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Qualifications

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

Education and/or Experience

LCSW or Licensed Psychologist from an accredited College or University. Prior experience working as a Behavioral Health Consultant or working in residency or clinical training setting preferred, but not required. FQHC/CHC experience preferred but not required. Prior experience working with medically underserved populations and working with an Electronic Health Record (EHR) preferred. No restriction from participation with the Medicaid or Medicare programs. Ability to obtain credentials from appropriate health plans, and to be covered by CHCW malpractice liability carrier. Bilingual in Spanish/English is preferred but not required.

Certificates, Licenses, Registrations

Current Washington State independent LCSW or Licensed Psychologist, and applicable certification. Current BCLS Card. Current driver's license and auto insurance.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk and sit. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Print Name

Supervisor Signature

Date