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JOB TITLE: Behavioral Health Consultant

SUPERVISION RECEIVED: Administrator

POSITION SUMMARY: Clay Platte Family Medicine and Summit Family and Sports Medicine Clinics are guided by the philosophy of the Patient-Centered Medical Home. The medical home organizes care around patients, while engaging a multidisciplinary Care Team working proactively to coordinate and track care for each individual patient. The Behavioral Health Specialist will partner with primary care providers and become a member of the Care Team to provide an integrated clinical and psychosocial approach through the continuum of care to ensure patients receive the behavioral support necessary to improve their health. The Behavioral Health Consultant will provide short term counseling and crisis intervention to patients in the primary care setting. The Behavioral Health Consultant will provide direct social work/case management services to patients and/or families and the Care Team to ensure patients receive needed assessments, interventions, support and referrals. This person will work directly with providers and clinic care coordinators to ensure patients receive appropriate and successful referrals to behavioral health specialist and other community resources. Excellent organizational skills and the ability to work and communicate well with others are critical aspects of this position.

ESSENTIAL DUTIES:

- Manages daily schedule in Greenway following program protocols for patient visits.
- Works cooperatively and collaboratively as a member of a Care Team with Primary Care Providers, MAs, and other clinics staff to provide care to patients based on best practices and evidence-based medicine (EBM).
- Participates in daily team huddles and meetings among Care Team and clinic that address patient progress and barriers to patient care
- Responsible for crisis intervention, problem solving, Cognitive Behavioral Therapy (CBT) and self-management support for referred patients.
- Provide strategic and goal-oriented counseling working with patients in a short term model.
- Responsible for telephone call follow-up for high-risk patients on caseload, especially depression patients.
- Maintains a safe, comfortable and therapeutic environment for patients and families in accordance with hospital standards.
- Responsible for development of exemplary working relationships with patients, their families, and representatives.
- Facilitates patient and family education, and promotes continuity of care to achieve optimal patient outcomes.
- Assures patient rights by offering a choice when appropriate.
- Monitors the cognitive condition of patients and reviews the patient plan of care with the multi-disciplinary team.
- Documents in the medical record and verbally communicates with the Care Team to coordinate interventions and facilitate continuity of care.

EDUCATION/QUALIFICATIONS:

- 3-5 years supervised experience in an integrated primary care environment, acute care hospital setting, human service agency or its equivalent preferred.
- Education/Experience: Masters Degree in Social Work or Counseling
- Computer Skills: To perform this job successfully, an individual should have knowledge of Word Processing software.
- Certificates and Licenses: Licensed in the State of Missouri as a Licensed Clinical Social Worker (LCSW) or Licensed Professional Counselor (LPC).

- Ability to provide targeted, solution-focused interventions with patients to improve their emotional and physical health. This includes demonstrated skills with Cognitive Behavioral Therapy, Motivational Interviewing, and other evidenced-based practices.
- Demonstrates knowledge of DSM V - and ability to perform thorough social and mental assessments, evaluate a wide range of psychosocial impairments within a patient population from adolescents to older adults and/or arrange for more detailed assessments when indicated.
- Knowledge of and experience with chronic pain, addiction and recovery issues.
- Demonstrates high-level knowledge of physical health conditions (IE, Diabetes, hypertension, obesity) and has skills to activate behavioral changes to improve overall health and wellness.
- Demonstrates knowledge of psychotropic medications, side effects, and benefits in order to increase medication adherence in the patient population.
- Able to navigate EMR and critically evaluate whether a patient's plan of care is appropriate for level of symptomology (i.e., depression) reported. Provide well-conceived, best practice recommendations when plan of care is not sufficient.
- Ability to develop rapport with and provide emotional support for patients and/or families and staff in crisis situations.
- Ability to establish relationships and coordinate services between health care and community service providers and the patient and/or family and staff.
- Ability to provide education to patients and/or families, staff and the community; topics may include crisis intervention, and the emotional, social, and economic stresses of illness.
- Ability to complete required statistical and written reports and use information technology to support and improve integrated healthcare
- The ability to provide a range of brief focused prevention, treatment, and recovery services as well as longer term treatment and support for consumers with persistent illnesses.
- Ability to function without direct supervision, utilizing time constructively and organizing assignments for maximum productivity.
- Demonstrate sensitivity to vulnerable populations and ability to provide services that are relevant to the culture of the consumer and their family