



North Sound BH-ASO

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NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICES ORGANIZATION

Position Description

JOB TITLE:	Assisted Outpatient Treatment Coordinator
REPORTS TO:	Clinical Director
FLSA STATUS:	Exempt, Salary
CLASSIFICATION:	35

North Sound Behavioral Health Administrative Services Organization values and seeks diversity, equity, and inclusion as integral to the behavioral health field. We support, embrace, and celebrate everyone's uniqueness, promote inclusion, and commit to remove systemic barriers that affect our workforce, our providers, and the people that receive behavioral health services.

JOB SUMMARY

The Assisted Outpatient Treatment (AOT) Coordinator is a Clinical position and a member of the Clinical Oversight Team which supports the North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) commitment to ensure high quality behavioral health services and other state-funded non-Medicaid behavioral health services for community members in the five (5) county North Sound Region (RSA). North Sound BH-ASO provides treatment funding for individuals who are non-Medicaid and administers several programs that provide Mental Health and Substance abuse treatment and outreach. The AOT Coordinator reports directly to the Clinical Director and works closely with the Clinical Oversight Team, North Sound BH-ASO's Medical Director, and North Sound BH-ASO Leadership Team.

The AOT Coordinator will support the development, implementation, and monitoring of Less Restrictive Alternative (LRA) Treatments to include AOT program(s) in the North Sound RSA and will oversee system coordination, service delivery and legal compliance. This position will work closely with the Health Care Authority (HCA) AOT Administrator to develop and implement program requirements, best practices, policy, and procedures. The position will also directly support coordination and collaboration with Superior Courts, Behavioral Health Agencies (BHAs) that are providing services to persons released on AOT orders, and other stakeholders across the state. The position will support the State's requirement to develop and implement a plan in collaboration with HCA, Regional Involuntary Treatment Act (ITA) courts, AOT providers, and community stakeholders.

ESSENTIAL CORE JOB FUNCTIONS

1. Serves as the RSA lead coordinator for AOT programming and monitoring of services to include partnering with HCA, local Superior Courts, and provider agency program requirements, best practices, policies and procedures.

2. Provides and serves as a subject matter expert for LRAs to include AOT orders in partnership with local Superior courts, provider agencies, community providers, Hospitals, emergency rooms, BHAs, and Designated Crisis Responders (DCRs).
3. Maintains strong BHA relationships and provides coordination and monitoring support of LRA/AOT services, standards, outcomes, deliverables and all HCA and State requirements for LRA/AOT orders.
4. Represents North Sound BH-ASO in a positive and appropriate manner to outside entities. Upholds North Sound BH-ASO's mission, values, and philosophy.
5. Assures that provider services are delivered in a manner that promotes high quality and in compliance with contractual and professional standards.
6. Provides prompt and courteous quality customer service to individuals, family members, advocates, allied system professionals, and the public to assure individuals have access to clinically indicated behavioral health services.
7. Conducts and performs Quality improvement activities to include program outcome analysis, reviewing records, analysis, and report writing.
8. Assures quality of services by evaluating and collating client specific and aggregate data/information from various sources.
Coordinates and collaborates with HCA, Department of Health (DOH), Managed Care Organizations, and other stakeholder or partner agencies (Tribal Authorities, law enforcement, schools, hospitals, county government, etc.) to fulfill requirements of the North Sound BH-ASO.
9. Provides back up for Clinical Specialists as needed to ensure coverage of work roles and assignments of the Team.
10. Other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applicable laws, rules and regulations such as applicable HIPAA, 42 CFR Part 2, Washington Administrative Code (WAC), and Revised Code of Washington (RCW).
- Applicable laws, rules and regulations for Less Restrictive Alternatives, AOT and Conditional Releases court orders, and the Involuntary Treatment Act (ITA) and legal processes.
- Understanding of community crisis systems and community-based models of care that reduce hospitalization, incarceration and supports a person's recovery and wellness.
- Understanding of cross-system models of care that interact and partner with court systems.
- Quality assurance and improvement, data collection, statistical analysis, and preparation of reports.
- Experience with the State and regional behavioral health Crisis System in accordance with the rules and regulations in WAC 246-341, 71.05 RCW and 71.34 RCW function, roles, and operation.
- Service area to include populations and settings where services are being provided.
- Quality customer service skills and direct experience providing customer service.

Ability to:

- Communicate effectively within a team environment and successfully work as a member of a team, with team-wide assignments.
- Complete and report on assignments on time in an environment of multiple competing priorities.
- Collect data, interpret statistical analysis and prepare reports.
- Prepare a variety of correspondence, reports, policies and other written materials.
- Plan and organize with ability to track and meet varying deadlines.
- Analyze issues and associated data, understand and apply contractual obligations and legal mandates,

summarize findings, and articulate and execute actions steps.

- Interpret relevant information to reduce barriers and resolve problems.
- Work collaboratively with a wide variety of individuals including coworkers, individuals receiving or attempting to receive behavioral health services, advocates, public officials, behavioral health and medical professionals, and the public.
- Work independently, demonstrate initiative and leadership skills.
- Communicate effectively, both orally and in writing, including effective presentation skills.
- Demonstrate proficiency with Microsoft Office 365 and various virtual meeting platforms.
- Develop and maintain effective, professional, collaborative working relationships with a diverse range of customers and co-workers, encourage teamwork, and establish trust and credibility with others
- Excellent interpersonal skills to communicate appropriately, effectively, and collaboratively with community partners, personnel at all levels of state and county government, behavioral health professional organizations, behavioral health providers, advocates, legislators and their staff and local government officials.

Education and Experience:

- Master's Degree in social work, behavioral science, nursing, or related field *and* three (3) years professional level experience in a clinical behavioral health setting **OR** Bachelor's Degree *and* five (5) years qualifying experience working in a behavioral health system.
- Mental Health Professional (MHP) and/or Substance Use Disorder Professional (SUDP) preferred

An equivalent combination of education and experience may be considered.

License and Certification:

- Valid Washington State driver's license, continuous proof of insurance and a vehicle available for work-related travel throughout employment is required.

WORKING CONDITIONS/PHYSICAL DEMANDS

Work is generally performed in an office environment. Duties involve travel to other locations to attend meetings and conduct work. Travel outside local area may be needed to attend seminars or conferences. Duties may include occasional evening meetings. Position requires sitting in meetings or at a desk or computer for extended periods. On occasion, duties will require carrying of supplies/materials up to 15 pounds from vehicle to building for meetings and presentations. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.