



## North Sound BH-ASO

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### NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICES ORGANIZATION Position Description

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<b>TITLE:</b>	<b>Clinical Specialist – Youth Navigator Care Coordinator</b>
<b>REPORTS TO:</b>	<b>Youth Navigator Program Manager</b>
<b>FLSA STATUS:</b>	<b>Exempt</b>
<b>CLASSIFICATION:</b>	<b>Grade 35</b>

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*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 Clinical Specialist Youth Navigator Program (YNP) Care Coordinator position is a member of the Clinical Oversight Team (COT) that provides direct care coordination and program support for the Youth Behavioral Health Navigator Program in operating a community-based multidisciplinary program designed to strengthen collaborative communication, service coordination, and data collection processes and facilitate multi-disciplinary teams (MDTs) to improve access to and coordination of services for children and youth experiencing behavioral health crises. This position works closely with fellow teammates and across departments, North Sound BH-ASO's Medical Director and Leadership Team as needed or required. This position reports directly to the YNP Program Manager.

#### **ESSENTIAL JOB FUNCTIONS**

1. Represents North Sound BH-ASO in a positive and appropriate manner to outside entities. Upholds North Sound BH-ASO's mission, values, and philosophy.
2. Supports the YNP Program Manager in the development and implementation of policies, protocols, or referral process for North Sound BH-ASO YNP Program.
3. Assists in the development, implementation, and monitoring of North Sound's regional Youth Navigator Program (YNP) and ensures all ASO-Health Care Authority (HCA) program and reporting requirements are upheld.
4. Review and coordinate YNP referrals or inquiries, assist with the coordination and facilitation of Multidisciplinary Treatment (MDT) team and support YNP steering committee actions.
5. Provide Care Coordination on where and how to access local resources for all families, parents or youth contacting YNP.
6. Assures that services and programs are provided in a manner that promotes high quality and in compliance with contractual and professional standards.
7. Provides subject matter expertise (SME), supports quality oversight and coordinates program development, implementation, and service delivery.
8. Ensures and supports monitoring of programs and services to include evaluating and collating client specific and aggregate data/information from various sources, analyzing outcomes and reporting.

9. Provides care management and coordination in a cost-effective, clinically appropriate, culturally competent manner that reduces unnecessary utilization. Monitors and supports transition between levels of care while preserving provider relationships.
10. Conducts quality reviews and activities as part of North Sound BH-ASO Quality Management program and participates in and reports to various internal and external committees.
11. Coordinates and collaborates with HCA, Department of Health (DOH), MCOs, and other stakeholder or partner agencies (Tribal governments, Indian Health Care Providers, law enforcement, schools, hospitals, county government, etc.).
12. Interface with a variety of Health Information Systems or other data for quality assurance and improvement.
13. Supports or provides back-up coordination to the convening of the Children's Long-Term Inpatient Program (CLIP) Committee.
14. Supports or provides back-up to the Family Youth System Partner Roundtable (FYSPRT) aligned with general state contract requirements.
15. 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.
16. Crosstrain and provide backup for Clinical Specialists or provide other program support as needed to ensure coverage of roles and assignments of the clinical department.
17. Other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Applicable contracts, standards, laws, rules, and regulations such as applicable HIPAA, 42 CFR Part 2, Washington Administrative Code (WAC), and Revised Code of Washington (RCW).
- 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.
- Utilization Review, Quality Assurance and Improvement, data collection, statistical analysis, and preparation of reports.
- Working with individuals of all ages experiencing behavioral health or substance use disorder.
- North Sound Regional Service Area (RSA) to include populations and settings where services are being provided.
- Clinical best practice standards, especially in the areas of care coordination, person-driven individualized treatment plans, cultural humility, and evidenced-based practices.
- Quality customer service skills and direct experience providing customer service.

### **Ability to:**

- Work efficiently and independently, reporting to and consulting with North Sound YNP Program Manager, BH-ASO Clinical Director, Medical Director and Leadership Team as needed or required.
- Communicate effectively within a team environment and successfully work as a member of a team.
- 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.
- Demonstrate leadership skills.
- Communicate effectively, both orally and in writing, including effective presentation skills.
- Demonstrate proficiency with Microsoft Office and various virtual meeting platforms.

**Minimum Education and Experience:**

- Bachelor of social work (BSW), behavioral science, nursing, or related field **AND** three (3) years professional level experience in a clinical behavioral health setting.
- Expertise in working with adults, families and/or children with severe behavioral health disorders.
- Expertise in working with other special populations is preferred.
- An equivalent combination of education and experience may be considered.

**License and Certification:**

- Current Washington State License/Certification as a Licensed Independent Clinical Social Worker (LICSW), Licensed Mental Health Counselor (LMHC) Licensed Marital Family counselor, (LMFT) Licensed Clinical Psychologist (LCP), Substance Use Disorder Professional (SUDP) is preferred.
- A 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 some travel to other locations to attend or support community-based meetings and conduct work. Travel outside the local area may be needed to attend seminars or conferences. May include occasional evening meetings. The staff must be able to effectively utilize computers and related software, computer printers, photocopiers, multimedia equipment, telephone system (multiple line), postal equipment and fax. You must sit in meetings or at a desk or computer for extended periods. On occasion, you will carry supplies/materials up to 25 pounds from vehicle to building for meetings and presentations. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

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*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 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.*

**Employee signature below constitutes the employee’s understanding of the requirements, essential functions, and duties of the position.**

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Manager Signature \_\_\_\_\_

Date \_\_\_\_\_