

# Bilingual Behavioral Health Care Manager

## Primary Care Coalition

Silver Spring - MD

The Behavioral Health Program is based on the Collaborative Care model which integrates behavioral health services into primary care settings. The model does this by providing support for primary care providers in the identification, treatment and tracking patients with common behavioral health problems such as depression and anxiety disorders. The Behavioral Health Care Manager is a licensed mental health provider or registered nurse and is part of the Montgomery Cares Behavioral Health Program team. The Behavioral Health Care Manager will be assigned to one or more primary health care clinic, and may be required to relocate or cover other sites at times. The Behavioral Health Care Manager may oversee and supervise volunteers or interns. The Behavioral Health Care Manager performs in-depth psycho-social assessments, and collaborates with a program psychiatrist to diagnose the patient and develop appropriate treatment plan recommendations. The treatment plan will follow the collaborative care model of care and will require regular reassessment of response to treatment and collaborations with the primary care team. Treatment may include a combination of psychotropic medication, psycho-education on health and mental health topics, referrals to community resources and entitlements, brief therapeutic intervention and behavioral activation. The Behavioral Health Care Manager oversees implementation of the treatment plan, and coordinates care with the patient, the psychiatrist, the primary care provider, and other behavioral health program team members. The Behavioral Health Care Manager may also respond to patients at the clinic experiencing mental health crisis in order to assist with appropriate evaluation and referral of these patients.

### **Essential Duties**

- Ensures that the Behavioral Health Program functions effectively and efficiently at the assigned primary care clinic site. Ensures that Behavioral Health Program Operating Procedures are implemented and followed.
- Serves as the main liaison between the BHP and the partner clinic, maintaining positive and productive relationships with clinic staff and other key people.
- Oversees the productivity of the BHP at the host site, and when appropriate takes measures to ensure that access to services is available to patients and that target goals for serving patients are met.
- Serves as the primary liaison with the psychiatric consultants, patient and the primary care provider regarding patient care.
- Performs biopsychosocial evaluations.
- Seeks psychiatric and team consultation.
- Develops and implements treatment plans with patients.
- Reassesses and monitors patients' response to treatment on a regular basis using program instruments to track patient response to medication and/or other treatment.
- Ensures that patients have access to psychotropic medication and follow up medical visits. (May dispense medication ONLY if appropriately licensed to do so.) Provides psycho-education about medication.
- Provides behavioral activation and brief therapy to patients on an as needed basis as part of their treatment plan.
- Identifies appropriate resources, and coordinates referral process to community resources or behavioral health resources to meet their treatment goals.
- Provides on-site crisis management and referrals when necessary, in consultation with primary care providers, Supervisory Behavioral Health Care Manager, Program Director and consulting psychiatrist.
- Documents accurately and in a timely manner all services delivered to patients according to protocol.
- Protects protected health information and patient confidentiality in accordance with HIPAA guidelines and clinic and PCC policies.

### **Additional Duties**

- Participates in staff meetings of the Montgomery County Behavioral Health Program and Primary Care Coalition as scheduled. May also be asked to present on topics as needed.

- Attends appropriate trainings and meetings to improve skills in appropriate areas.
- Contributes to program publications and PCC committees.
- Other duties as assigned

### **Skills and Abilities**

- Must be able to communicate verbally and in writing English and Spanish  
Strong verbal, written, time-management and organizational skills.
- Demonstrated computer skills in Microsoft Word and the ability to learn and use electronic medical record.
- Proven strong clinical skills in assessment, diagnosis, treatment planning, crisis intervention and delivering interventions to patients with behavioral health problems.
- Ability to communicate and work effectively with patients, families, co-workers, medical providers and to network effectively with community programs.
- Ability to perform multiple tasks, manage time effectively, works well under pressure and have good problem solving skills.

### **Education and Experience**

- LMSW, LGPC, LCSW-C, LCPC, Licensed Psychologist or BSN Required
- Must have active (unexpired) Maryland Professional License for one or more items listed in the above bullet.
- One to three years of professional experience (may include graduate school experience), working in mental health or social services with underserved populations.
- Knowledge of community resources and entitlement programs and experience making and coordinating referrals to community resources
- Knowledge of medical terminology, behavioral health interventions, and legal requirements regarding informed consent and confidentiality.
- Bilingual in English and Spanish required

### **ADA Requirements**

This job operates in a professional office environment. 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.

- This role routinely uses standard office equipment such as computers, telephones, photocopiers, filing cabinets and fax machines.
- This is largely a sedentary role; however, some filing may be required.
- This would require the ability to lift files, open filing cabinets and bend or stand as necessary.
- Requires ability to learn new software applications as necessary.
- Must be able to lift up to 20 pounds.
- Must be able to travel locally.

### **Disclaimer**

This job description indicates in general the nature and levels of work, knowledge, skills, abilities and other essential functions as covered under the Americans with Disabilities Act expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of an incumbent. An incumbent may be asked to perform other duties as required.

**PCC is an Equal Opportunity Employer and encourages diversity in the workplace.**

**To Apply:**

Visit <https://primarycarecoalition.applicantstack.com/x/detail/a2smxndvmolb>