JOB DESCRIPTION/SPECIFICATION

JOB TITLE: Behavior Health Consultant

DEPARTMENT: Medical

APPOINTED BY AND REPORTS TO: Chief Medical Officer
WITH APPROVAL OF: Chief Executive Officer
DAYS AND HOURS OF WORK: Monday – Friday, 40 Hours,
LOCATION: Lisbon Avenue Health Center and/or Hillside Family Health Center
FLSA: Exempt
EEO CODE: 02-Professional

JOB SUMMARY

Under the direct supervision of the Chief Medical Officer and supported by the Psychiatrist, the Behavioral Health Consultant is responsible for patient care and a variety of administrative tasks. The Behavioral Health Consultant, as part of the primary care treatment team, identifies, triages, and manages patients with medical and behavioral health problems within the primary care setting. In addition, the Behavioral Health Consultant will provide skill training through psycho-education and patient education strategies and will develop specific behavioral change plans for patients and behavioral health protocols for target populations.

ESSENTIAL FUNCTIONS

1. Assist primary health care providers in recognizing and treating mental disorders and psychosocial problems.
2. Assess the clinical status of patients referred by primary care providers through brief consultative contacts.
3. Work with primary care team to treat and manage patients with chronic emotional and/or health problems efficiently and effectively.
4. Work with primary care provider to refer cases to mental health specialists as appropriate.
5. Assist in the detection of “at risk” patients and development of plans to prevent further psychological or physical deterioration.
6. Assist in preventing relapse or morbidity in conditions that tend to recur over time.
7. Evaluate patient care plans with primary care team.
8. Teach patients, families, and staff care, prevention, and treatment enhancement techniques.
9. Attend and participate in meetings and Quality Improvement activities as required.
10. Respond to patient or co-worker complaints and work toward a positive resolution of any dispute.
11. Responsible for self-care to ensure optimal, ethical and safe health delivery service to patients.
12. Employees must work effectively on a team and communicate respectfully with patients and all staff based on shared goals and mutual respect. This includes demonstrating adaptability to continuous efforts to improve patient care and willingness to be an active care team member engaged in ongoing process and quality improvement projects within the framework of the Patient-Centered Medical Home.
13. Honors patients’ right to privacy and confidentiality. Adheres to strict patient, customer and business confidentiality standards.
14. Monitor the site’s behavioral health program, identifying problems related to patient services and making recommendations for improvement.
15. Serve as a member of site committees as requested.
16. Participate in evaluation of peers and support staff.
17. Perform other duties as assigned.
KNOWLEDGE and SKILLS

1. Excellent working knowledge of behavioral medicine and evidence-based treatments for mental health conditions.
2. Ability to make quick and accurate clinical assessments of mental and behavioral conditions.
3. High level of comfort in working with primary care medical providers using a consultative style.
4. Ability to work through brief patient contacts, including via telephone and teleconferencing.
5. Good knowledge of psycho-pharmacology.
6. Ability to design and implement clinical pathways and protocols for treatment of selected mental and behavioral conditions. Ability to design effective psycho-education curricula and lead effective psycho-education classes. Ability to train and teach effective behavioral health interventions and the primary behavioral health model to medical practitioners and other behavioral health providers.
7. Ability to work effectively as a team, interfacing with patients, primary care providers, consulting psychiatrist and mental health specialists, as well as with administrative and support staff.
8. Ability to exercise balanced judgment in evaluating situations and making decisions, and to handle difficult or confrontational situations in a calm, consistent, and equitable manner.
9. Ability to effectively represent PCHC’s interests in the community and maintain effective working relationships among co-workers, public, private, and professional groups.
10. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
11. Ability to multi-task in fast-paced environment
12. Efficient and organized
13. Reliable and punctual
14. Strong communication skills
15. Strong patient/customer service skills
16. Problem solving skills individually and in a group setting
17. Positive attitude, able to build morale
18. Ability to maintain confidentiality
19. Ability to work well as a team player with patient care as the first priority
20. Demonstrates cultural competence with patients and staff
21. Open to continuous learning to build effectiveness
22. Attentive to safety and security issues
23. Articulates and supports the mission of the organization

EXPECTED BEHAVIORS

1. Treat all people with dignity, respect and compassion.
2. Honor diversity in practices of faith, traditions, and culture.
3. Recognize the good work and accomplishments of others.
4. Invite and acknowledge concerns, suggestions and opinions of others.
5. Protect personal and professional privacy and confidentiality.
6. Communicate truthfully and expect others to do the same.
7. Identify and resolve difficult issues.
8. Seek out and participate in opportunities for development.
9. View change as opportunity.
10. Accept and offer feedback that promotes respect and leads to development.
11. Seek out education and training to build job skills.
12. Exceed expectations of those we serve.
13. Strive to exceed the requirements of our jobs.
14. Seek to continuously improve the way we do work.
15. Work with others in the spirit of teamwork.
16. Be accountable for the successful completion of our work.
17. Make decisions about our time and work resources that avoid waste and duplication.
18. Conserve natural and environmental resources.
19. Maintain health, safety and security in the workplace.

**EDUCATION AND EXPERIENCE:**

**Required Qualifications:**
1. Degree and license in Clinical Psychology (PhD or PsyD) or Social Work (LCSW)
2. Current Wisconsin licensure as a Licensed Clinical Social Worker or Licensed Clinical Psychologist.

**Preferred Qualifications:**
1. Licensed Clinical Psychologist or Licensed Clinical Social Worker
2. Prior work experience as a Clinical Psychologist or Social Worker in medical setting or Federally Qualified Health Center
3. Prior work with diverse patient population
4. Familiarity or work experience in integrated behavioral health models.

**QUALIFICATIONS**

To perform this job successfully, the employee must be able to perform each essential function, as well as the physical and mental requirements satisfactorily. The requirements listed above are representative of the knowledge, skills, abilities and other characteristics required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**PHYSICAL REQUIREMENTS/DEMANDS**

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<th>PERCENTAGE OF TIME</th>
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<td><strong>Seeing:</strong></td>
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<td>Must be able to read patient charts, as well as use computer, fax machine, Xerox machine and other medical equipment in accordance with specialty.</td>
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<td><strong>Hearing:</strong></td>
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<td>Must be able to hear well enough to communicate with coworkers and patients.</td>
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<td><strong>Standing/Walking/Mobility:</strong></td>
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<td>Must be able to stand to take patient vital signs and chief complaint. Must be capable of walking on hardwood and linoleum floors with concrete underlayment. Must be able to walk between various clinical areas and departments.</td>
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<td><strong>Climbing/Stooping/Kneeling:</strong></td>
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This position requires manual and finger dexterity and eye-hand coordination for easy and skillful use of hands when working with patients and equipment. The employee frequently is required to stand, walk, sit, climb, balance, stoop, crouch, kneel, and reach with hands and arms. Good hearing is necessary to receive detailed information through oral communication and to make fine discriminations in sound. Visual acuity is needed to assess color changes, to verify accuracy of written materials, and to accurately prepare and administer medications.
Must have ability to work successfully under stressful conditions, and must be capable of adapting to varying workloads on a regular basis.

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to complete clinic forms and correspondence. Ability to speak effectively before groups of patients or employees of organization.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide, as well as interpret medical numerology e.g., cc’s or centimeters, etc.

**REASONING ABILITY**

Able to think and reason in order to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**WORK ENVIRONMENT**

Fast paced work environment. The noise level in the work environment is usually moderate. Must understand and accept the possibility of exposure to inside environmental conditions such as communicable diseases and physical/verbal abuse from an out of control patient/client.

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**DISCLAIMER**

The above duties and responsibilities are essential job functions, subject to reasonable accommodations. All job requirements listed indicate the minimum level of knowledge, skills and/or abilities deemed necessary to perform the job proficiently.

This job description is not intended to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees may be required to perform any other job-related instructions, as requested by their supervisor, subject to reasonable accommodation.

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