



MARION COUNTY
invites applications for the position of:
**Behavioral Health
Access Coordinator
(Community Coordinator)
MVBCN**

SALARY: \$19.94 - \$26.72 Hourly

OPENING DATE: 04/14/17

CLOSING DATE: 05/01/17 11:59 PM

THE POSITION:



GENERAL STATEMENT OF DUTIES

Coordinates efforts within and between community resources, programs and committees, for the advancement of issues and enhancement of opportunities related to a county program or programs; does related work as required.

SUPERVISION RECEIVED

Works under the general supervision of an administrative superior who assigns work, establishes goals, and reviews the results obtained for overall effectiveness through the analysis of performance, reports and conferences.

SUPERVISION EXERCISED

Supervision of other employees is not a responsibility of positions in this classification; however, may provide direction to, and coordinate the efforts of consultants, independent contractors, volunteers and interns.

**TYPICAL DUTIES - DUTIES INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:
Customer Service and Access Coordination:**

- Coordinates behavioral health care referrals and communication between the referring party and behavioral health providers.
- Works with Willamette Valley Community Health (WVCH) and BCN's provider agencies' Access/Intake Coordinators to develop a strong network of timely communication and access.
- Maintains current, high-level knowledge of providers and services available to Oregon Health Plan (OHP) members.

- Maintains current, general knowledge of OHP eligibility requirements and covered services.
- Interprets and communicates needs of OHP members to providers.
- Facilitates member engagement and follow-up in behavioral health care.
- Assembles information concerning OHP member's clinical background and referral needs. Per referral guidelines, provides necessary clinical information to behavioral health provider.
- Assists members in problem solving potential barriers to health care, (e.g., request interpreters as appropriate, transportation services or prescription assistance).
- Identifies and utilizes cultural and community resources.
- Establishes and maintains positive relationships with network agencies as well as out-of-panel providers.
- Consults with MVBCN clinical staff in a timely manner for referrals that are complicated, complex or otherwise indicate a need for prompt attention.
- Develops and maintains systems to monitor and track OHP member access to behavioral health care services and member follow-through with referrals.
- Prepares reports about access to behavioral health and identifies trends and barriers.

BCN Agency and Network Support:

- Maintains daily tracking of authorizations progress.
- Provides support to clinical staff in monitoring and assigning authorizations and referrals.
- Helps develop and implement an intake system for assessment access throughout the region's network including post-hospital and post-crisis screenings.
- Works with WVCH agencies and BCN staff to ensure a thorough and timely assessment and engagement process.
- Cross-trains staff on basic job functions in case of absence.

General Skills and Responsibilities

- Engages with members in a compassionate, supportive and professional manner.
- Exercises independent judgment and decision-making skills to meet members' needs.
- Is familiar with common mental health and substance abuse disorders and available treatment options.
- Is familiar with brief, structured counseling techniques (e.g., Motivational Interviewing, Behavioral Activation).
- Experiences working with members who have co-occurring mental health, substance abuse, and physical health problems.
- Is proficient in Microsoft Office Suite.
- Possesses a strong customer service focus.
- Possesses effective verbal and written communication skills.
- Works with a teamwork focus.
- Possesses excellent organizational skills and is able to manage competing priorities.
- Is resourceful and possesses problem solving skills.
- Is able to follow through with delegated tasks and accountability.
- Possesses experience with working with underserved and transient populations.

REQUIREMENTS FOR THE POSITION: EXPERIENCE AND TRAINING

1. Graduation from a four-year college or university, including major course work in psychology, social work, sociology, counseling, human services, education, health care, public health, health education, emergency preparedness or a related field; AND
2. Two years of experience in program management and coordination in a field related to youth and family, public health, emergency preparedness or behavioral health services depending on program; OR
3. Any satisfactory equivalent combination of education, training and/or experience relevant to the position.

NECESSARY SPECIAL REQUIREMENTS

- Must possess a current driver's license in the applicant's state of residence and an acceptable driving history. Marion County will obtain a copy of the driving record for all qualified applicants from Driver and Motor Vehicle Services and review the driving record according to the Marion County policy and procedure for Driving on County Business. The policy can be found at: <http://apps.co.marion.or.us/APAP/>.
- Some positions in this classification may require specialized experience and qualifications which will be specified at recruitment.
- This position may be subject to the following: Must not be excluded from participation in the federal health care programs (Medicaid, Medicare and other federally funded programs that provide health benefits); AND must not be excluded from participating in federal procurement (Federal Acquisition Regulation) and non-procurement activities (Executive Order No. 12549).
- The finalist for this position may be required to pass a criminal history background check; however, conviction of a crime may not necessarily disqualify an individual for this position.
- This assignment is represented by a union.
- This is a full-time position, which is eligible for overtime.
- Typical Work Schedule: Monday through Friday, 8:00 a.m. - 5:00 p.m., with flexibility depending upon the needs of the department and program.

KNOWLEDGE, SKILLS AND ABILITY

Knowledge and experience in program design and management; demonstrated skill and ability in developing and coordinating service planning and training; ability to relate effectively with community agencies and resources; ability to function as a team member and a team leader; ability to function with limited direct supervision; ability to act in a professional manner; effective written and oral communication skills, including the ability to listen and negotiate; ability to prepare concise and complete reports; ability to organize and work within financial guidelines; ability and skill in mediation, facilitation, and group process; understanding of cultural specific information.

BEHAVIORAL EXPECTATIONS

Provides backup and support to co-workers; establishes and maintains professional and effective working relationships with customers, co-workers and other agencies; maintains punctual and regular attendance; complies with MVBCN and county policies, procedures and regulations; participates in employee training and orientation; provides training to co-workers as requested; maintains required licenses, certifications and credentials as required by the position; performs duties outlined in the Essential Job Functions.

PHYSICAL REQUIREMENTS

Drives a motor vehicle in the performance of duties; uses depth perception; stands; sits; moves

about the work area; bends; crawls; climbs 1 floor of stairs; reaches overhead; lifts up to 5 lbs.; pushes, pulls, and moves carts up to 20 lbs.; operates keyboard; speaks with a clear and audible voice; hears normal speech level; reads a 12 pt. font; distinguishes colors; uses office chemicals such as toner.

EQUAL EMPLOYMENT OPPORTUNITY: All qualified applicants will be considered without regard to race, religion, color, national origin, sex, age, marital status, mental or physical disability, or sexual orientation. To ensure the broadest range of services to individuals with disabilities, Marion County is prepared to make necessary arrangements. Please call at least two (2) working days in advance for services.

This announcement is meant only as a descriptive recruitment guide and is subject to change. Further, it does not constitute either an expressed or implied contract.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.co.marion.or.us/BS/HR/Pages/jobs.aspx>

Position #527-5
BEHAVIORAL HEALTH ACCESS COORDINATOR
(COMMUNITY COORDINATOR) - MVBCN
JL

PO BOX 14500
Salem, OR 97309
(503) 566-3949

humanresources@co.marion.or.us

**Behavioral Health Access Coordinator (Community Coordinator) - MVBCN
Supplemental Questionnaire**

- * 1. In order to receive credit for your supplemental questions, your answers must be supported by details in the education and/or work experience section of your application form. Do you understand this statement?
- Yes
 - No
- * 2. What is the highest level of education you have successfully completed?
- GED
 - High school
 - At least 1 year of college (31 semester or 45 quarter credits)
 - Associate degree (62 semester or 90 quarter credits)
 - At least 3 years of college (93 semester or 135 quarter credits)
 - Bachelor's degree (124 semester or 180 quarter credits)
 - Master's degree (155 semester or 225 quarter credits)
 - Doctorate degree (186 semester or 270 quarter credits)
 - None of the above
- * 3. Indicate area of study for college education.
- Psychology
 - Social Work
 - Sociology
 - Counseling
 - Human Services
 - Education
 - Health Care
 - Public Health
 - Health Education
 - Emergency Preparedness
 - A field of study related to any of the above (specify below)
 - None of the above
- * 4. Please specify where you gained the education level listed above. Include school name, area of study, number of credits earned, and whether they were semester or quarter credits. Write NA in the box if this question does not apply to you. Experience listed in this answer must be supported by the education and/or work experience in your application. "See resume" is not an acceptable answer.
- * 5. Indicate how many years of full-time work experience you have in program management or coordination in a field related to behavioral health services. (One year of work experience is equal to 2080 hours.)
- Less than 1 year
 - 1 year to less than 2 years
 - 2 years to less than 3 years
 - 3 years to less than 4 years
 - 4 years to less than 5 years
 - 5 years to less than 6 years
 - 6 years to less than 7 years
 - 7 years to less than 8 years

- 8 years to less than 9 years
- 9 years to less than 10 years
- 10 years or more
- None of the above

* 6. Please specify where you gained the work experience listed above. Include place of employment, the number of hours worked per week, and length of employment. Write NA in the box if this question does not apply to you. Experience listed in this answer must be supported by the education and/or work experience in your application. "See resume" is not an acceptable answer.

* Required Question