

**JOB DESCRIPTION**  
**South Texas Family Planning & Health Corporation**

*Come work for the best non-profit in Texas! We want a dynamic, energetic, eager, willing, observant, compassionate, person willing to go the extra mile each and every day to serve and make a difference in people's life!*

**POSITION TITLE:**     **LICENSED BEHAVIORAL HEALTH SPECIALIST**

**REPORTS TO:**        ***Clinic Coordinator and Educational Director***

**TYPE OF POSITION:**   **Medical**

**STATUS:**   **Non-Exempt. 24-30 hours per week except during agency closures/certain holidays.**

**LOCATION:**   **2 positions available. 1 position in Beeville, TX and 1 position in Rockport, TX**

**HOURLY RATE:**   **\$35.00 per hour straight rate, no benefits.**

**GENERAL DESCRIPTION:**

The licensed behavioral health specialist helps individuals identified through outreach initiatives or by clinicians by ensuring that the medically related emotional and social needs of the individuals are met and maintained on an individual basis in accordance with policies and procedures, and current federal, state and local standards, guidelines, and regulations. Must be able to meet the community where they are, do presentations, one-on-one sessions, etc., as needed at the clinic and in the community. Provides counseling, crisis stabilization and support services to clients and assists with problems resulting from victimization. Assesses the psychosocial status of clients, determines the types of counseling, social service provider resource referrals and services indicated and coordinates provision of services to clients. This is a grant-funded position.

**EXPECTATIONS/DUTIES/RESPONSIBILITIES:**

1. Assess client mental health conditions and disorders through interviews, observations, and evaluation tools.
2. Provides counseling, crisis stabilization and support services to clients and assists with problems resulting from victimization.
3. Counsel clients through best practice techniques, ranging from psychotherapy to cognitive behavioral therapy and more.
4. Counsel, monitor and adjust courses of treatment and outcomes.
5. Orients clients and families to the agency, its services, its service limitations and the individual's rights.
6. Involves clients and families in care planning, encouraging their attendance where appropriate.
7. Completes mandatory documentation within timelines established by applicable regulations.
8. Empowers clients and encourages choice in matters affecting them, demonstrating receptive attitudes and sensitivity to choices based on racial, cultural and ethnic heritage, and sexual orientation.
9. Mediates issues that arise among clients, families and staff.
10. Ameliorates emotional distress of clients and families.
11. Provides linkage with appropriate community resources by maintaining knowledge of other systems, making referrals and identifying unmet needs (e.g., recreational transportation, adaptive phone equipment, etc.)
12. Provides clients and families with crisis management services.
13. Assists clients and families with financial questions and makes appropriate referrals.
14. Coordinates visits by agency mental health providers and makes referrals.
15. Assists endowment clients with managing financial concerns (e.g., business mail, billings, Medical Assistance spend downs, prepaid funerals, etc.)
16. Coordinates speakers and co-facilitates family council meetings.
17. Helps clients and family prepare for and cope with losses, including aging and death. Provides Advance Directive Information and forms.
18. Develops a comprehensive care plan in collaboration with clients, clients' families, multidisciplinary staff, and referral agencies.
19. Trains and consults with staff regarding psychosocial needs that encompass social, ethnic, religious and cultural diversity of individual clients, the resident group as a whole and families to increase staff sensitivity.
20. Educates staff about any relevant state legislation.
21. Advocates on a case, policy and program level.
22. Participates in policy decision making in a way that encompasses an understanding of the issues and implications relevant to religious, ethnic and cultural diversity as it affects resident life and care and family involvement.

23. Provides monthly and quarterly statistics to supervisors as required ..
24. Participates as a member of the social service self-directed work team and unit management team.
25. Serves clients of all ages and sexes (males, females, transgender, etc.) who need programs that STFPHC administers.
26. Adheres to a strict Code of Ethics and recognized standards of practice, as regulated by the Texas Board of Examiners of Licensed behavioral health specialists.
27. Helps maintain the premises by cleaning/organizing/dusting/etc. and performs other work/duties as required by Supervisors.
28. Develops a comprehensive social history and psychosocial assessment that includes the individual's problems and strengths and preferences, including cultural, religious, and ethnic background and implications for the care plan.
29. Helps clients and their families (in their social, racial, ethnic and cultural context) cope with issues and circumstances.
30. Orients clients and families to the agency, its services, its service limitations and the individual's rights.
31. Involves clients and families in care planning, encouraging their attendance where appropriate.
32. Attends scheduled care conferences and identifies and interprets psychosocial needs of clients for inclusion in the care plan, addressing in particular issues of schedule, treatment and environment that express and reinforce individuality and identity.
33. Completes mandatory documentation within timelines established by applicable regulations.
34. Empowers clients and encourages choice in matters affecting them, demonstrating receptive attitudes and sensitivity to choices based on racial, cultural and ethnic heritage, and sexual orientation.
35. Participates as a member of the clinic work team and unit management team.
36. Utilizes and Enters data in agency programs correctly and completely – email, MS office software, electronic health records system, Ahlers, ImmTrac, Med-IT, Hospital System, Quest, CDD, medical record scanning software, etc. Is responsible for inventory of all supplies, pharmacy, vaccines, equipment, office items, and related reports and must be able to count and keep track of all items purchased for the behavioral health department.
37. Makes initial appointments for those needing services in the agency's appropriate systems and pulls lists to track those appointments and necessary follow-ups as required daily.
38. Appropriately and concisely documents patient encounter (visit) in a medical chart, scans in required consents and documents, on a daily basis for all clients seen that day and completes related support documents to capture data and other information as needed for the visit. This includes contacting the patients for follow-up appointments, interventions, and other services as required.
39. Acts as the case manager and patient navigator for clients to enter into medical care thru STFPHC clinics as needed, if they are not already a patient.
40. Follows up on all delegated clinic staff duties, along with documenting, reporting, communicating, and submitting any problematic situations that may happen at the clinic which the Executive Director or supervisors need to know and works as otherwise required by the Executive Director or any supervisors of the agency.
41. Achieves goals of the clinic and behavioral health program, ensures patient satisfaction, creates smooth and quick clinic flow, meets all deadlines, manages employees schedules/requests, etc., communicates regularly and as necessary on clinic issues/needs with directors, trains and monitors patients and holds them accountable, etc. Observes, analyzes, and makes immediate appropriate corrective action plans to improve or correct behavioral health program/staff/patient issues. Strongly emphasizes team work and is part of the team as well.
42. Works as part of the clinic team as required by the Clinic Coordinator when there are no appointments/no-shows performing functions of the clinic support staff and the CHW psycho-social worker as ordered.
43. Coordinates and communicates about medical treatment/care with STFPHC providers and acts as the education component and follow-up component for the behavioral health services that clients need.
44. Demonstrates professional and respectful demeanor with internal and external customers and all people.
45. Travels is required and will be necessary.
46. *Develops protocols, internal systems, procedures, policies, practices, processes, and structure for the program initially and thereafter be administratively inclined to grow the program, want to help the agency keep the services in the community, and find grants to keep the program going, etc. Serves on the agency's Quality Assurance Committee.*
47. *Navigates clients to services based on their needs (psycho, social, etc.)*
48. Must have or get an NPI number within 30 days of hire and be able to work independently.

### **QUALIFICATIONS:**

The Licensed Behavioral Health Specialist must possess the following personal and professional qualifications:

1. Master's or doctoral degree in counseling or social work from an accredited institution with no less than 2 years experience. It is preferred the individual will have up to 5 years of experience.
2. Must be Licensed by the appropriate licensing board in Texas for counseling or social work.
3. Must have a current Driver's License and be insured to drive at all times and the ability to effectively communicate in Spanish is Preferred.

4. Must be able and willing to take this position and want to grow the organization's behavioral health services, be open-minded, use all their personal skills, knowledge, talents, abilities, etc., to help develop protocols, system, and structure for the program. *Must be self-aware, self-monitoring, able to prioritize, organize, and pay attention and adhere to deadlines.* Will need to multi-task and handle large volumes of administrative work as assigned.
5. Experience working with teens and adults, be extremely outgoing, be very approachable, able to interact with strangers at the clinic and when necessary out in the community (in people's homes, their church, etc.)
6. Must have excellent attendance showing up to work to keep patient appointments as scheduled well ahead of time and understand issues related to Hurricane Harvey psycho-social issues and the disaster's effects on persons impacted that are needing or who seek services.
7. Must be able to utilize all agency software efficiently (word, excel, electronic health record, practice management software, etc.)
8. Must work quickly, be decisive, highly organized, be able to prioritize, focus, pay attention, and work towards improving pace of services and volume of clients being served. Must understand clinic goals and overall agency vision/mission/goals and work towards achieving them.
9. Have some knowledge of health care, non-profits, government funding, public administration, and be able to work as late as needed to serve all clients at clinics when occasions arise.
10. Act as an agent of growth and be able to make quick adaptation to changes. Exhibit a positive attitude. Accept that change is inevitable due to the constantly changing environment of health care, in particular that of state and federally funded organizations like STFPHC.
11. Ability to work with others and express professional courtesy to all patients and staff treating them with the utmost dignity and respect. *Must have great interpersonal and intrapersonal skills. Must be a relationship builder, coach, motivator, and bring out the best in others.*
12. Must want to work *as a team* with all clinic staff at all sites to create positive environment with smooth clinic flow and contribute to the reduction of any barriers for service delivery that may be identified. Must be highly approachable and have great communication and people skills.
13. Must be authorized by STFPHC's insurance carrier and added to the agency's group medical liability insurance/mal-practice insurance. Medical liability/mal-practice under STFPHC's insurance carrier is fully covered and provided for the person in this position for services for done under STFPHC while working for STFPHC.
14. Must always have reliable transportation to travel to clinic sites. STFPHC reimburses mileage and time for traveling out of the stationed "work-home" at rates approved by the board of directors annually based on the agency's travel policy.
15. Must have Hepatitis B immunization due to significant contact with the public or provide proof that this immunization has been completed. **Documentation regarding Hepatitis B** is required and will be part of the employee's/contractor's personnel file.
16. Must provide proof of all licenses and license numbers upon request.
17. Must know community resources of all types and be able to navigate patients to and thru these resource.
18. Must actively seek other providers, staff, and contractors to expand and grow the STFPHC network.
19. Must be able and willing to work with primarily uninsured, lower-income, and indigent population in a professional and friendly manner. *Must be highly motivated, self-monitoring, goal oriented, highly organized, deadline oriented, able to prioritize, be passionate about family planning/women's health, and truly care about serving the community.*
20. *Must be truly able to multi-task and handle constant interruptions without caving into pressure and still meet deadlines and expectations, etc. Must handle and remember large volumes of information and communication to work successfully in this position.*
21. Must be able and willing to practice to the highest extent of their medical licensure with total confidence and ease while working at STFPHC and attend annual trainings, etc.
22. Must be committed to the goals of the agency and its programs and encourage the community to utilize services of STFPHC. Programs include Family Planning, Men's Health, Health Education, Immunizations, Breast & Cervical Cancer, Natural Family Planning, Primary Health Care, etc.

**WORKING HOURS/ATTENDANCE REQUIREMENTS:**

Less than 30 hours per week, to be worked primarily but not exclusively Monday thru Friday with shifts as required to complete services to clients and must be able to work when the clients can make appointments. Most appointments are made Monday-Friday, but not exclusively, between 7 am thru 8 pm. Weekends, holidays, early mornings, late evenings, etc., are occasionally required with some, little, or no notice to attend community events, complete daily tasks, meet appointed clients at times convenient to them, handle immediate demands from supervisor and staff, participate in outreach activities organized by STFPHC (health fairs, conferences, workshops, etc.) and other events throughout the community, and support clinic staff, etc. There are no benefits with this part-time position.