

Family Health Centers – Job Description

JOB TITLE: TB Care CHW /Behavioral Health/OTN

LOCATION: FHC Medical Clinics and School Clinics

DEPARTMENT: Team Based Care-BH/OTN specialty

Revised Date: August 2022

FLSA STATUS: Non-Exempt/Hourly

REPORT TO: OTN/Behavioral Health Manager/ TBC RN Supervisor (site specific)

PRIMARY ACCOUNTABILITY: Integral part of the behavioral health / primary care team providing quality, comprehensive care, by providing accurate, effective interpretation between the patient and OTN/behavioral health specialist or primary care provider. Assists with other patient care coordination activities as directed by the supervisor.

PRIMARY DUTIES AND RESPONSIBILITIES

- 1) Coordinates and assures access to identified areas of care necessary for improved patient health
 - a) Assists patients by scheduling appointments, assists in generating referrals and obtaining prior authorizations
 - b) Assists patients with coverage by providing access to insurance enrollment assistance
- 2) Communicates health information to patients, support staff, and team members
 - a) Answers patient phone calls, documents and communicates processes in Electronic Health Records (EHR)
 - b) Relays appropriate information to the patient and medical team via face to face, phone, mail or documentation in EHR
 - c) Assists care team with patient education and support groups
 - d) Monitors and processes voicemail, EHR messaging and email in a timely manner
- 3) Assists with patient visits, in person and virtual
 - a) Escorts patients to consult rooms
 - b) Obtains and documents all vital signs
 - c) Administers SBIRT and other relevant screeners
 - d) Collects and enters screener results and meaningful use data into EHR
- 4) Attendance
 - a) Ensures attendance and hours worked are accurately recorded in our computerized timekeeping system
 - b) Properly manages PTO hours
 - c) Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends

GENERAL DEVELOPMENT

1. Requires basic organizational skills, typically to organize own work
2. Job duties require the ability to work independently and as part of a team
3. Job duties are typically performed in response to workflow or ongoing direction by supervisors or others
4. Employees are expected to determine an effective response to situations encountered within established precedent
5. Work requires consideration of the impact of work product on other employees in the work process

PROFESSIONAL & TECHNICAL KNOWLEDGE

Possesses a basic level of written and verbal communications skills, computational and computer skills and mathematical knowledge typically acquired through completion of a high school program. Bilingual English/Spanish communication, written and verbal may be required in some locations.

Family Health Centers – Job Description

TECHNICAL SKILLS

1. Requires a high level of professionalism and patient confidentiality.
2. Experience working with underserved, transient populations
3. Fully functional in use of the Electronic Health Records (EHR) program
4. Ability to access and complete data entry in the Electronic Practice Management (EPM) program
5. Ability to prepare basic correspondence and simple reports using computer
6. Ability to create, send and manage email
7. Ability to access web-based applications and other computer programs including telehealth

COMMUNICATION SKILLS

- 1) Employee is required to effectively communicate using FHC’s core values; the **Core Dimensions**
 - a) **Respect**—using manners and appropriate language; maintaining a person’s dignity and confidentiality; giving credit where due; asking others for their input and feedback
 - b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact
 - c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)
 - d) **Specificity**—what details can you give so someone knows what “excellence” looks like; models or samples; one-on-one mentoring; alternate plans
- 2) Ability to work with clients and staff with a variety of ethnic backgrounds including Native American and Hispanic; ability to interpret accurately and effectively; commitment to serving those in need.
- 3) **Confidentiality:** Interpreters/translators shall not divulge any information obtained through their assignments, including but not limited to information gained through access to documents or other written material.
- 4) **Disclosure:** Interpreters/translators shall not publicly discuss, report, or offer an opinion concerning matters in which they are or have been engaged, even when that information is not privileged by law to be confidential.

WORK ENVIRONMENT

Work is performed in an ambulatory care setting, which may include the requirement of working at other sites. Must have reliable transportation and provide documentation of auto insurance and valid driver’s license as required.

TYPICAL PHYSICAL DEMANDS

Physical Requirements	N/A	Rarely (1-12%)	Occasionally (13-33%)	Frequently (34-66%)	Regularly (67-100%)
Standing			x		
Walking				x	
Climbing		x			
Sitting					x
Stooping / Kneeling		x			
Lift/Carry up to 15 lbs.		x			x
Lift/Carry up to 30 lbs.		x			

Family Health Centers – Job Description

Lift/Carry up to 50 lbs.		x			
Push/Pull up to 25 lbs. of exertion		x			
Push/Pull up to 50 lbs. of exertion		x			
Work below waist level		x			
Work at waist to shoulder level					x
Work above shoulder level			x		
Reach further than arm's length			x		
Fingering					x
Grasping / Holding			x		
Talking					x
Hearing					x
Seeing					x
Work in confined spaces			x		
Exposed to extreme temperatures	x				
Operate tools or machinery (incl. office equip.)					x
Operate motorized vehicles/equipment	x				
Work at heights balancing	x				
Use/exposed to hazardous substances	x				

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities, and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

Signature below acknowledges that I have received a copy of my job description.

Employee Signature

Date

Witness Signature

Date