



CLASSIFICATION NO. 565

Established: 11/10

Revised: 4/23; 5/24

FLSA: Exempt

EEO: 2

## **MENTAL HEALTH SERVICES COORDINATOR**

### **CLASS CHARACTERISTICS**

Under general supervision, to coordinate mental health treatment services to clients and their families; to conduct assessments of mental health care needs within a specialty area and determine medical necessity for services; to coordinate services to clients within a system of care and using principles of Wraparound; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Mental Health Services Coordinator is used primarily in Health, Housing, and Human Services for positions to coordinate community service programs and projects that provide services to youth and the elderly, corrections clients, and to individuals with social, economic, mental and/or physical disadvantages.

The Mental Health Services Coordinator is primarily responsible for the coordination of services within a system of care for clients with complex mental health needs, co-occurring disorders and/or co-morbid medical conditions. Within this coordination, they are responsible for understanding complex mental health needs; best practice approaches for treatment related to these needs including principles of Wraparound; brokering and authorizing provision of services; and system coordination with various system partners and allied agencies. The Mental Health Services Coordinator provides facilitation and oversight of Child and Family Team or Person Centered Planning teams and ensures that measurable objectives and goals are being met.

The Mental Health Services Coordinator differs from the Case Manager series which does not oversee the delivery of services or provide clinical supervision of contracted providers. It also differs from positions within the Mental Health Specialist series which perform family, group and individual therapy, diagnosis, treatment planning and evaluation.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Manages a caseload of clients; writes case plan summaries, reports and letters; enters and maintains required documentation and record keeping within specified time frames in accordance with Oregon Administrative Rules and Division procedures.
2. Conducts comprehensive individualized needs assessments through the initial Child and Family Team or Person Centered Planning team; determines service planning needs based on a strength/needs model; recommends medically necessary treatment options and authorizes services with providers.

3. Coordinates service planning process engaging clients, families, natural supports, providers, community and other partners; develops and monitors effective service coordination plans and safety plans for children and families and and/or person centered plans for adults; writes and distributes plans within specified timeframes to all parties.
4. Refers clients to additional services (specialty mental health services, respite, psychological assessment, acute care, etc.) as medically necessary and appropriate; monitors client progress and ensures service coordination plans are effectively carried out; works closely with treatment team to ensure appropriate provision of services to clients; develops and implements effective discharge plans that ensure on-going mental health needs are being addressed.
5. Coordinates with health care providers, social service personnel and other community agencies to obtain services for clients; promotes, builds and maintains effective systems of care through coordination with community partners and allied agencies.
6. Advocates for client needs, support client and family concerns and communicates family strengths and needs to service providers; ensures effective communication and coordination among service providers, clients and families.
7. Works with intensive service and outpatient providers to establish and maintain a routine process to assure smooth service delivery and transitions across settings, services and agencies.
8. Attends meetings and presents case staffing and individual and client program statistics; meets with consulting psychiatrist for updates and participates in other trainings as requested; attends monthly Treatment Review Planning for children in Psychiatric Residential or Psychiatric Day Treatment Programs and Interdisciplinary Treatment meetings for adults in the state hospitals.
9. Conducts administrative functions for assigned caseload; ensures authorizations of services are current and generates authorization request forms within specified timeframes; maintains accurate information in various tracking systems; participates in weekly case staffings and review of individual client and program statistics.
10. Sheriff's Office: Works with an assigned Deputy in the field as co-responders on calls involving mental health and crisis intervention; participates in regular defensive tactics trainings.

### **REQUIRED KNOWLEDGE AND SKILLS**

Working knowledge of: Accepted principles and theories of human behavior, personality and development, and social interaction and development; techniques and procedures employed in evaluating, modifying and motivating human behavior; principles and methods of community intervention; techniques of identifying and utilizing community resources; case management methods and techniques; Maintain knowledge of on-going changes in Medicaid system, mental health diagnoses, law, regulations, programs, eligibility criteria, payment methodology, reporting requirements and resources affecting clients; use office equipment, including personal computers and software programs.

Skill to: Apply social and psychological theories of behavior and personality to the treatment of complex mental and emotional disorders; assess and implement a service coordination plan and monitor the client's progress toward established goals; analyze and evaluate social, psychological, and physical factors affecting clients and their families; treat clients and their families in order to enhance their social, psychological, and physical functioning; communicate effectively in writing and make formal presentations to the public, community groups, and other mental health professionals; keep accurate and timely records; establish and maintain effective working relationships with clients, families, care providers, community resources, other public and private agencies and County employees; operate computer software and other office equipment.

In addition to the above, positions in Sheriff's Office require:

Working knowledge of: Law enforcement procedures and policies; functions, responsibilities, and policies of the Sheriff's Office; LEDS and CLASS computerized data base systems; CAD system.

### **WORKING CONDITIONS**

Duties are performed in a variety of settings, including County offices, client homes, community settings and other community offices. Incumbents work with varied socioeconomic groups, the mentally ill, the developmentally disabled, alcohol and substance abusing clients and their families.

Positions in Sheriff's Office require working in the field alongside sworn law enforcement and may be required to work variable shifts.

### **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

**Experience:** A minimum of three (3) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

#### **Licenses/Certifications:**

The following licensure/certifications are required at the time of hire.

- Designation as a Qualified Mental Health Associate.
- Positions within Health Centers must possess and maintain a Basic Life Support (BLS) certificate.

### **PRE-EMPLOYMENT REQUIREMENTS**

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Must pass a pre-employment drug test.

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.

**POST EMPLOYMENT REQUIREMENTS**

Positions in Sheriff's Office require possession of Law Enforcement Data System certification within three months of hire.

Edited: 11/16