



Behavioral Health Services Coordinator I/II/III

FLSA: Non-Exempt	Bargaining Unit/Contract: MCPE	Reports to: Director of Clinical Services
Location: Mammoth	Salary/Level: 62-66-70	Position Type: Full-Time
EEO Category: 5	BOS approval Date: 06/2024	Last Revision: 01/2024

Description of the Levels

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level II may also perform work listed within the previous level.

Note: Factors that may distinguish between entry and journey levels include the degree of independence in performing the work, the complexity of the work, the scope of responsibility, and the employee's related experience, and education, and certifications. Other factors may include the type, nature, scope, and complexity of the assigned work. Employees at the journey level may independently perform the full range of work listed in the examples or may assist others in that work.

About the role

Under direction, the Behavioral Health Services Coordinator I/II/III performs a wide range of duties, including program coordination and implementation, direct service with mental health and/or substance use disorder (SUD) clients, and related administrative tasks. Duties may include developing and implementing mental health programs, formulating, and implementing administrative policies and procedures, and coordinating programs and functions that may be County-wide and department-wide in nature. Incumbents in this position may also participate in the evaluation of services and programs, assist in budget preparations, draft reports for State entities, and perform related work as assigned.

DISTINGUISHING CHARACTERISTICS

The Behavioral Health Services Coordinator I/II/III is used in a wide variety of mental health and SUD programs, services, and activities coordination including: community clinics; case management; general client services; substance use disorder counseling; contracted service providers; coordination of care; children's services; elderly/minority services; facilitation of Wellness Center activities and other groups; program planning and evaluation; access to inpatient treatment; and crisis intervention. Typically, Behavioral Health Services Coordinators will be assigned to work primarily on the mental health clinical team, or the substance use disorder clinical team.

REPORTS TO

Director of Clinical Services, Behavioral Health Program Manager, Substance Use Disorder

Supervisor, and/or Behavioral Health Director

Level I:

Behavioral Health Services Coordinator I is the entry level into the series. Incumbents work under appropriate supervision based on the complexity and sensitivity of the program assigned. Assignments are typically limited in scope and this position does not supervise other staff.

Level II:

The Behavioral Health Services Coordinator II is the journey level in the series. Incumbents work under direction with more independence than in the entry level. They are responsible for performing a wider range of duties that require a greater level of responsibility and expertise. Where appropriate, this position may supervise lower-level staff such as Wellness Center Associates.

Level III:

The Behavioral Health Services Coordinator III is the advanced journey-level class in the series where incumbents may serve as a lead worker over other coordinators and other lower-level staff. This position is assigned more highly specialized and complex duties that require advanced and extensive knowledge pertaining to programmatic and direct service functions.

CLASSIFICATIONS SUPERVISED:

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Duties may include, but are not limited to, the following:

- Provide care coordination services to individuals and families using such best practices as the Strengths Model and Harm Reduction models.
- Intake of new clients for initial assessment; assesses client needs for services in cooperation with treatment team.
- Coordinates and consults with other public and private mental health care and/or SUD providers and community organizations regarding program priorities, procedures, and services.
- Develops and participates in developing policies, procedures, and protocols; ensures program staff's awareness and compliance.
- Serves as a central resource for department staff, other County departments, other public and private agencies, and the public regarding specific program assignments.
- Plans, organizes, conducts, and participates in training and in-service education programs for staff and community members.
- Reviews and creates mental health program proposals and plans; develops recommendations for accomplishing program objectives, staffing requirements, and allotment of funds to various program components.
- Designs and recommends systems, procedures, forms, and instructions for internal use.
- Maintains data, records, and documentation on manual and electronic information

systems; analyzes possible software applications for a variety of programmatic and administrative processes.

- Conducts research and prepares correspondence, reports, and other documentation as necessary and upon request.
- Assists in the development and implementation of department goals and objectives; establishes schedules and methods for assigned administrative functions.
- Implement programs funded through a variety of funding streams, including but not limited to the Mental Health Services Act, Substance Abuse Block Grant, and other grants, as identified; may, at the advanced journey-level, develop grant applications and program proposals to obtain state and federal funding for mental health and/or SUD programs.
- In the journey level positions, prepares State reports and acts as a liaison with State Agencies, including SUD, Mental Health, and Mental Health Services Act.
- In the journey level and advanced journey level, may supervise other coordinators, other lower-level staff such as Wellness Center Associates, and other staff as appropriate.
- Maintains current knowledge of federal, state, and local laws and regulations which govern the assigned programs and services; disseminates this information to fellow staff. May, at the journey level positions, ensure compliance.
- Serves on or is the staff person assigned to committees and groups involved in specific program assignment. In the journey level positions, may represent the department before boards and committees, in public meetings, and to other government agencies in specific area of assignment.
- Coordinates data collection and enters data for programs/activities. In journey level positions, may request or propose program/activity budgets and participates in the ongoing budget monitoring process, including monitoring the expenditures of supervisees.
- All levels may require participation on the Crisis Call Team for 24/7 crisis response, including mobile crises.
- Behavioral Health Services Coordinators assigned to the SUD team will provide individual and group SUD counseling and case management, as well as facilitate such mandated services as the DUI Programs, Batterers' Intervention Program, and PC 1000 Drug Diversion Program.

DESIREABLE QUALIFICATIONS

Knowledge of:

- Behavioral Health programs, funding streams, and clinical service approaches.
- Principles and practices of public behavioral health systems, and principles of organization, leadership, management, and staffing.

- Principles of community outreach and engagement for the development of successful programming.
- Principles of marketing, branding, and outreach campaigns.
- Counseling and/or case management techniques.
- Harm Reduction practices.
- Pertinent local, state, and federal laws, guidelines and regulations.
- Available community resources and methods of linkage
- Maintenance of files and information retrieval systems.
- Data collection and analysis principles and procedures.
- Basic office practices, procedures, and equipment.
- Software programs such as Microsoft Word, Excel, and PowerPoint, as well as basic spelling punctuation, and grammar for written and oral communication.

Ability to:

- Build and promote a behavioral health system that is culturally competent, strengths-based, recovery-oriented, and consumer driven.
- Assess clients' needs and collaborate with other service providers and agencies to help clients meet their treatment goals.
- Plan, organize, administer programs and activities funded through various funding streams.
- Analyze complex and sensitive administrative, budgetary, operational, and organizational issues related to programs and activities, evaluate alternatives reaching sound conclusions.
- Prepare and present clear, concise reports, presentations, correspondence, and documents required in the course of the work.
- Interpret outcomes data to promote on-going program improvement.
- Communicate clearly and effectively, both orally and in writing.
- Maintain accurate records and files, including timely input of required data and notes.
- Develop, organize, coordinate, and implement multiple projects and responsibilities, meeting established time requirements.
- Exercise sound independent judgment within established guidelines.
- Represent the County in a positive and effective manner with internal and external contacts.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Understand and implement all requirements related to HIPAA and 42 CFR.

EXPERIENCE AND EDUCATION:

All three levels:

Any combination of training and experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities might be:

For Behavioral Health Services Coordinators assigned to the Mental Health Clinical Team, a typical way to obtain the required knowledge and abilities might be:

Two years of experience in the mental health and/or substance use fields, or experience in prevention programming, community outreach, and program implementation and coordination. College level courses in the health and human services fields, public administration, or other related fields are highly desirable.

For Behavioral Health Services Coordinators assigned to the Substance Use Disorder Clinical Team, a typical way to obtain the required knowledge and abilities might be:

Certification as a Substance Use Disorder Counselor from one of the California certification agencies (i.e. CADC-1) and experience in the mental health and/or substance use fields, or experience in prevention programming, community outreach, and program implementation and coordination. College level courses in the health and human services fields, public administration, or other related fields are highly desirable.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods, frequently stand, and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is usually performed in an office environment, with frequent contact with staff and the public.

SPECIAL REQUIREMENTS

Possession of a valid California driver's license.