



Urban Indian Center of Salt Lake POSITION DESCRIPTION

JOB TITLE:	TELE-BEHAVIORAL HEALTH COORDINATOR/CLINICAL CASE MANAGER
SALARY GRADE:	\$55,500-\$60,500/YEAR (depending upon credentials & experience)
APPOINTMENT:	FULL-TIME (NON-EXEMPT)
SCHEDULE:	M-F 8:00 AM-5:00 PM (occasional weekend and evening)
SUPERVISOR:	Dependent on experience and credentials, some supervisory duties may be assigned

The mission of the Urban Indian Center of Salt Lake is: “Serving *The People* by honoring Native cultures, strengthening health and wellness programs and cultivating community.”

SUMMARY OF WORK:

The Tele-Behavioral Health Coordinator/Clinical Case Manager will oversee implementation and coordination of Tele-Behavioral health services for the Urban Indian Center of Salt Lake (UICSL) and clients. They will work with the Outreach Coordinator/Media Specialist to support providers utilizing the telehealth hardware and software. They will also provide clinical case management and short term and crisis counseling for UICSL clients through telehealth or in person. The Tele-Behavioral Health Coordinator/Clinical Case Manager will report directly to the Red Mesa Behavioral Health Program Director.

DUTIES:

In collaboration with program directors and relevant agency committees, the Tele-Behavioral Health Coordinator/Clinical Case Manager will be responsible for creation of forms, policies, procedures and processes for clients and programs to offer services through telehealth platforms that comply with local, state and federal rules and regulations, and licensing and certification requirements. The Tele-Behavioral Health Coordinator/Clinical Case Manager will work closely with all of UICSL’s Program Directors and the Telehealth Specialist to address agency, program and clients’ Telehealth needs. Clinical Case Management Duties will include assessing clients’ needs, readiness and ability to access tele-behavioral health, assessing clients’ case management needs to access behavioral health or other agency services in person or through telehealth, providing short term or crisis counseling to clients and intensive case management.

RESPONSIBILITIES:

Behavioral Telehealth Coordinator Duties

- Creates forms, policies, procedures and processes for clients and programs to offer services through telehealth platforms or in person.
- Creates in-house consultation and community referral processes for all UICSL programs’ clients to access tele-behavioral health services at Red Mesa or appropriate services with outside agencies.
- Creates new or apply existing agency measures to assess the clients’ use of tele-behavioral health services.
- Assists in creating evaluations of services provided and/or reducing barriers for clients’ accessing tele-behavioral health services.
- Supports program and agency’s quarterly and annual funding reports.
- Develops and maintain clear concise documentation of all services provided.
- Provides basic health education, including health promotion and disease prevention (HP/DP) education.

Clinical Case Manager Duties

- Maintains clinical caseload of up to 10 clients (within the community or through tribal services) who are appropriate for outpatient services and/or need intensive case management to access services with UICSL.
- Provides trauma-informed crisis care and assist clients and community members in accessing and utilizing community 24-hour mental health, domestic violence and other crisis care.
- Maintains Quality Assurance through timely clinical documentation.
- Participates in all required agency and program meetings.
- Maintains client confidentiality according to HIPAA, and substance use, mental health, domestic violence

service rules, laws and requirements, in addition to state professional licensure requirements, at all times.

- Adheres to UICSL policies and procedures.
- Demonstrates professional practices and personal actions that are ethical and adhere to Indian Health Services (I.H.S) and professional licensure compliance and integrity guidelines.
- Evaluates client needs, recommends and/or develops and delivers endpoint devices and solutions that support business processes and telehealth service lines.
- Trains clinicians, providers and administrative staff on such workflows and technology use.
- Answers, evaluates and prioritizes incoming requests for assistance from users experiencing problems with computer/telehealth solutions.
- Provides users with consistent updates on the progress of submitted incidents, ordering, building, configuring and deployment of telehealth equipment or devices
- Maintains telehealth hardware and software inventory in the deployment and decommissioning of telehealth devices.
- Stays informed of all changes to the systems that affect customers.
- Asks the correct questions to discern the urgency of the problem.
- Follows written and/or oral instructions regarding applications to be processed by standard operating procedures and techniques, which are relatively repetitious.
- Other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge of and a demonstrated respect for AI/AN history, values, customs, and practices
- Strong skills in professional networking, creating and maintaining community partnerships
- **Excellent verbal, written and presentation skills, with attention to detail**
- Excellent organizational skills
- Strong knowledge of basic skills and experience working with a budget
- Physically able to sit or stand for extended periods of time
- Ability to operate various office equipment (e.g. personal computer, telephone, facsimile machine, copier, webcam, etc.)
- Ability to communicate effectively both written and verbally.
- Ability to view/read computer screen for extensive periods of time
- Ability to work normal and/or extended (evening, nights, and weekends) office hours to meet established deadlines.
- Excellent interpersonal/professional skills, i.e., ability to respectfully interact with people
- Demonstrated ability to handle in a professional manner, the occasional stressful and problematic situation.

REQUIRED QUALIFICATIONS:

- Master Degree in a counseling field, from an accredited college/university.
- Active professional license to provide therapy in the State of Utah, i.e., Social Work, Psychology, Marriage and Family Counseling or Clinical Mental Health Counseling, with no active investigations, probation requirements or other unresolved restrictions. A Certified/Associate license may qualify. **Full licensure must be obtained within three years of hire.**
- 2 years' work experience; preferred in social services or counseling field, preferred. Education and graduate internship experience may be considered in lieu of work experience.
- Ability to manage multiple projects simultaneously and work well in a team environment
- Genuine respect for American Indian/Alaska Native values, customs, and practices.
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- Must have valid Utah driver's license or ability to obtain upon hire.
- Must have a clean driving record and ability to be insured on UICSL auto policy.
- Must pass Utah Office of Licensing criminal background screening after hire.
- Must have a clean criminal background report before start date.
- Must have a current immunization record.

Note: All positions at the Urban Indian Center of Salt Lake have the responsibility to carry out functions to maintain inspection and survey readiness, participate in Quality Improvement initiatives, as well as assist in and/or provide education for health promotion and

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disease prevention. UICSL supports a safe, healthy and drug-free work environment through criminal and caregiver background checks, UICSL maintains a drug & smoke-free environment.

This is a general outline of the essential functions of this position and shall not be construed as an all-inclusive description of all work requirements and responsibilities. The employee may be required to perform other job-related duties as requested by the designated work leader(s). All requirements are subject to change over time.

Employment at the Urban Indian Center of Salt Lake (UICSL) is on an at-will basis, which means that your employment may be terminated by you or UICSL at any time, for any reason or for no reason, with or without notice, and without any procedure or formality. The at-will nature of your employment is not affected by any of the guidelines of this Job Description and cannot be modified by any oral promise from any supervisor or by any other writing unless duly executed by the employee and the Chair of the Board of Directors. UICSL reserves the right to change, replace, withdraw or deviate from any of the guidelines contained in this Job Description without prior notice.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, pregnancy or pregnancy-related related conditions, age (40 and over), or any other characteristic protected by applicable federal, state or local laws.

**Indian hiring preference may apply to some positions (as defined in Title XXV, US Code Sections 44-46, 42 U.S.C. (2000e-2 li) and 474.) For the purposes of the Urban Indian Center of Salt Lake, Indian Preference Policy, "Indian" shall mean "any member or descendant of a member of a federally-recognized tribe." Applicants must meet the established minimum qualifications in order for Indian preference to apply. Candidates will be required to furnish documentary evidence of their qualifications for Indian preference.*