

## SAMARITAN HOUSE POSITION DESCRIPTION



**Neighbor helping Neighbor**

[www.samaritanhousesanmateo.org](http://www.samaritanhousesanmateo.org)



Position Title:	<b>Behavioral Health Care Manager</b>
Candidate:	VACANT
Department:	Clinics
Supervisor:	Medical Director of Health Care Services
FLSA:	Part Time/Hourly/Non-Exempt
Salary Range:	\$25.00 per hour
Effective Date:	ASAP- TBD

Since 1974, Samaritan House has grown to become San Mateo County's leading non-profit that brings a new level of hope, dignity, and empowerment to people living in poverty as they fulfill immediate needs and guide people to self-reliance. Recognized as a role model in the community, Samaritan House is the largest food distribution agency in the county. Its other free services include shelter and housing assistance; medical and dental clinics; clothes for children; personalized case management and much more. We do this with the help of an excellent team of dedicated staff and volunteers. People who come to Samaritan house are welcomed with a smile by friendly, helpful staff, which quickly builds trust and breaks down the stigma associated with being in need. They also discover that Samaritan House takes a holistic approach to poverty that goes beyond food, shelter and clothing. Serving a client is not a single transaction but the start of an on-going relationship to move individuals and families towards self-reliance. At Samaritan House we strive for excellence and leverage community resources to find and implement creative solutions for our community's needs.

We believe in providing our team with supportive work environments and opportunities for development. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and excellent work ethics. We welcome candidates who love working with people of diverse backgrounds who seek to make a difference by helping us create a caring compassionate community helping our neighbors in need.

Under the general supervision of the Medical Director of Health Care Services the Behavioral Health Care Manager is responsible for coordinating and supporting mental health care within the clinic and for coordinating referrals to clinically indicated services outside the clinic. The care manager may provide evidence-based treatments or work with other mental health providers when such treatment is indicated. This position also functions as a core member of the Samaritan House Redwood City Clinic Collaborative Care team that involves the patient's primary care provider, a psychiatric consultant, and, when available, other mental health providers in the primary care clinic. The Behavioral Health Care Manager position is a grant funded position.

### JOB REQUIREMENTS

Preferred requirements include but are not limited to:

- **EDUCATION:** Master's in Behavioral Sciences or related field.
- **EXPERIENCE:** Minimum one to three years' experience in the following:
  - Mental health counselor or related field;
  - Screening, assessment and treatment planning for common mental health and substance use disorders;
  - Non-Profit experience working with underserved and transient populations;
  - Working with patients who have co-occurring mental health, substance abuse and physical problems;
  - Evidence based counseling techniques i.e. CBR or PST

- **CERTIFICATIONS and LICENSES:** Appropriate Training and Clinical Licensure or Certification to provide psychotherapeutic treatment.
  - **Certifications could include:**
    - Licensed Mental Health Counselor
    - Licensed Marriage and Family Therapist (LMFT)
    - Licensed Social Worker (LSW)
    - Certified Counselor
    - Licensed Psychologist
    - Licensed Registered Nurse or Nurse Practitioner
- Strong initiative and ability to work independently and collaboratively in an ever changing environment and team setting or under ambiguous circumstances.
- Strong attention to detail and ability to ensure compliance with agency, local, state,, federal and industry regulations.
- Ability to work within deadlines and ensure all administrative duties related to this position are completed in a timely fashion and with little to no error.
- Excellent computer proficiency including Microsoft office suite, word, excel, outlook, and ability to quickly learn other database programs as needed.
- Excellent interpersonal skills- Must be able to build and maintain excellent relationships with all Samaritan House constituents including but not limited to clients, staff and volunteers.
- Must be able to engage patients in a therapeutic relationship and work with them by telephone or in person.
- Exemplary communication skills are required as well as be bilingual English and Spanish.
- Excellent working knowledge of differential diagnosis of common mental health and substance use disorders.
- Excellent working knowledge of evidence based psychosocial treatments for common mental health disorders.
- Familiar with brief, structured intervention techniques i.e. motivational interviewing, behavioral activation, etc.
- Knowledgeable with psychopharmacology for common mental health disorders that is within appropriate scope of practice for type of provider filling role.
- Ability to thrive and enjoy working in a fast paced dynamic work environment with confidence, resilience, flexibility and a good sense of humor. Must be able to be comfortable with the pace of Primary Care. Ability to create a fun working environment and to create meaningful work experiences for our constituents while maintaining appropriate and professional boundaries.
- Ability to deliver the mission of Samaritan House and to translate this to current and prospective volunteers, community members/leaders and local organizations.
- Must be able to conduct all Samaritan House business with high level of integrity and ethics.
- Must be able to occasionally drive to various locations- Valid driver license, excellent driving record with valid insurance.

## ESSENTIAL FUNCTIONS OF THE POSITION

1. Support and closely coordinate mental health care with the patient's primary care provider and, when appropriate, other treating mental health providers.
2. Screen and assess patients for common mental health and substance abuse disorders.
3. Provide patient education about common mental health and substance abuse disorders and available treatment options.
4. Monitor patients (in person or by telephone) for changes in clinical symptoms and treatment side effects or complications.
5. Support psychotropic medication management prescribed by PCPs, focusing on treatment adherence, side effects and other complications, and effectiveness of treatment.
6. Provide brief interventions using evidence-based techniques such as Behavioral Activation, Problem-Solving Treatment, Motivational Interviewing, or other treatments appropriate for primary care settings.
7. Provide or facilitate in-clinic or outside referrals to evidence-based psychosocial treatments (i.e. CBT, IPT) as clinically indicated.
8. Participate in regularly scheduled (usually weekly) caseload consultation with the psychiatric consultant and communicate resulting treatment recommendations to the patient's PCP. Consultations will focus on patients new to treatment or who are not improving as expected.
9. Facilitate patient engagement and follow-up in care.
10. Track patient follow-up and clinical outcomes using a registry. Document in-person and telephone encounters in the registry and use the system to identify and re-engage patients.
11. Document patient progress and treatment recommendations in the registry so they can be easily shared with PCPs, the psychiatric consultant, and other treating providers.
12. Facilitate treatment plan changes for patients who are not improving as expected in consultation with the PCP and the psychiatric consultant. These may include changes in medications or psychosocial treatments or appropriate referrals for additional services.

13. Facilitate referrals for clinically indicated services outside the primary care clinic (e.g., social services such as housing assistance, vocational rehabilitation, mental health specialty care, substance abuse treatment).
  14. Complete relapse prevention plan with patients who are in remission.
  15. Attend any assigned agency, community or department meetings or trainings.
  16. Other duties as directed.
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#### EMPLOYMENT TERMS AND BENEFITS

This position is part time, hourly, non-exempt. Position is grant funded. Continuation of employment is dependent upon renewal of funds each fiscal year. Work hours for this position are TBD based upon client needs and Clinic Hours.

Part Time Employees have Paid Time Off Benefits of nine paid holidays per year; and a 1<sup>st</sup> year PTO allowance of 22 days. Each of these days is prorated based on the employees weekly hours.

#### HOW TO APPLY

Interested candidates should direct a cover letter and résumé to:

Samaritan House  
Attn: Director of Human Resources  
4031 Pacific Blvd.  
San Mateo, CA 94403  
Via e-mail: [hr@samaritanhouse.com](mailto:hr@samaritanhouse.com)  
Via facsimile: (650) 294-4336  
No phone calls, please!

Samaritan House is an equal opportunity employer.

*Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.*