

## Behavioral Health Care Manager

### JOB DESCRIPTION:

This is a [FTE] clinical position as a Behavioral Health Care Manager (BHCM) with a primary focus on managing mild-to-moderate mental health conditions of patients who receive their primary care at [CLINIC]. The Behavioral Health Care Manager is an integral member of the Collaborative Care team that involves the patient's treating provider, a psychiatric consultant, and when available, other mental health providers.

The BCHM will offer diagnostic assessment, symptom monitoring, and care management surrounding behavioral health. Care management involves use of psychoeducation and monitoring, provision of patient education tools, brief face to face interventions in primary care clinics when warranted, and collaboration with primary care clinicians to ensure appropriate support and management of mental health symptoms. The BCHM will utilize evidence-based Collaborative Care approaches, including: 1) Screening to identify patients in the primary care clinic who have behavioral health needs; 2) Engaging patients in measurement-based care, including patient self-report assessments on standardized outcome measures; 3) Development and use of a patient registry that will be updated and used to monitor patient status and progress; and 4) Routine review of the patient registry with a psychiatric consultant who will provide treatment recommendations, consultation, and some supervision surrounding patient care. The position does not include providing long term therapy.

As part of this role, the BCHM will receive training in brief, evidence-based behavioral interventions. The BCHM will participate in [project meetings and other meetings as appropriate]. Successful completion of [other tasks within specific time frame] will be required.

### DUTIES INCLUDE:

- Provide screening, diagnostic assessments, and treatment recommendations for common mental health and substance use disorders.
- Perform co-visits with primary care providers and clinical staff as needed.
- Engage with patients in clinic, via telephone, and/or via secure patient portal.
- Create and coordinate patient-centered and team-based treatment plans, including physical and behavioral health symptoms and goals.
- Support psychotropic medication management as recommended by psychiatric consultant and prescribed by treating providers, focusing on treatment adherence, side effects, psychoeducation, and monitoring effectiveness of treatment.
- Determine level of care and treatment modality necessary for best patient care
- Systematically monitor patient symptoms, outcomes, and treatment response at regular intervals, monitoring for side effects or complications.
- Facilitate changes in treatment plan for patients not improving as expected in consultation with the treating provider and psychiatric consultant. This may include changes in medications, psychosocial treatments, or appropriate referrals for additional services.
- Work with patients to develop self-management and relapse prevention plans.

- Facilitate referrals and coordination with clinically indicated services internal and external to clinic (e.g., social services, vocational rehabilitation, behavioral health specialty care).
- Create and manage clinic-specific patient registry, including tracking patient contacts and clinical outcomes, as well as using registry to identify and re-engage patients.
- Document patient progress, treatment recommendations, and interventions to share with treatment team.
- Provide patient education regarding common mental health and substance use disorders, as well as available treatment options.
- Provide brief interventions using evidence-based techniques such as Motivational Interviewing, Behavioral Activation, and Problem-Solving Therapy as clinically indicated; Clinician will also employ IPT, CBT, DBT, and other evidence-based techniques as appropriate.
- Prepare for and participate in weekly patient systematic case review with consulting psychiatrist and communicate treatment recommendations to patient's treating provider. Preparation for systematic case review involves running reports and gathering necessary information, including: Basic case presentation, medications (current and past, titration, side effects), medical history, relevant labs, outcome measure trends, past and present symptoms, etc. Consultations will focus on patients who are new to treatment or who are not improving as expected.
- Perform risk assessments, safety planning, and crisis intervention.

### REQUIRED QUALIFICATIONS:

- Master's degree, or equivalent degree, in Social Work from a school accredited by the Council of Social Work Education is necessary. Other backgrounds may include: Licensed Mental Health Counselor/Professional Counselor (LMHC), Registered Nurse (BSN recommended), Nurse Practitioner (NP), Licensed Psychologist, or equivalent profession.
- Must have current clinical license to practice in the state of Michigan.
- Clinical practice concentration and field practicum or recent clinical work experience in a hospital or mental health setting required.
- Demonstrated ability to collaborate effectively in a team setting.
- Strong communication skills, both verbal and written.
- Ability to effectively engage patients in a therapeutic relationship.
- Ability to work with patients by telephone or in person.
- Proficiency in use of computer for information retrieval and clinical documentation.
- Training and experience in psychiatric assessment (including risk assessment and safety planning), diagnoses (DSM IV and DSM V), and treatment planning for common mental health and/or substance use disorders.
- Experience working with community agencies and health care providers.
- Interest in population health management.
- Ability to work in a fast-paced setting while maintaining accurate clinical records.
- The applicant must be flexible, accessible, team-oriented, adept at prioritization and multitasking, and skilled at connecting with a diverse group of patients and clinicians.

### DESIRED QUALIFICATIONS:

- Proficiency in brief, structured, evidence-based interventions (e.g., Motivational Interviewing, Behavioral Activation, and Problem-Solving Therapy).
- Prior experience with screening for common mental health and/or substance use disorders.
- Experience assisting patients in creating and monitoring self-management goals.
- Knowledge of community resources.
- Experience working in both a medical setting and a psychiatric setting.
- Basic knowledge of psychopharmacology for common mental health disorders.
- Experience working with patients who have co-occurring mental health, substance use, and physical health concerns.