

OPEN



**MENTAL HEALTH CHILDREN'S
CARE COORDINATOR**
Posting No. 09-115

**SPOKANE
COUNTY
HUMAN
RESOURCES
DEPARTMENT**

(updated 11.03.09)

EMPLOYMENT OPPORTUNITY

OPENING DATE: September 21, 2009
CLOSING DATE: **November 6, 2009, 4:30 p.m.**
FLSA STATUS: Exempt

SALARY RANGE: \$4,096 - \$5,002/month

DEPARTMENT: **Community Services,
Housing & Community Development**

WHO MAY APPLY (OPEN)

This recruitment is open to all applicants meeting the minimum requirements.

HOW TO APPLY

Submit the following required materials:

- Spokane County Employment Application
- Supplemental Application
- Resume
- Cover Letter
- References

FAILURE TO SUBMIT THE REQUIRED MATERIALS LISTED ABOVE, MAY ELIMINATE YOUR APPLICATION FROM CONSIDERATION.

EXAMPLES OF DUTIES

(Duties may include, but are not limited to the following.)

Provides direction and guidance to consumers, contracted children's providers and allied systems to assure alignment with SCRSN mission and desired outcomes.

Compares hospital daily census with after hour's authorizations to identify all RSN consumer admissions.

Authorizes all continued inpatient stay requests by reviewing clinical assessments and treatment plans against standardized Medical Necessity Criteria; through telephonic consultation and record review; offers clinical opinions regarding level of care, duration, and intensity of care.

Provides daily contact with primary provider and case manager for hospitalized consumers currently with a mental health agency to coordinate care and discharge planning.

Ensures that all un-enrolled consumers are assigned a provider within 48 business hours of admission.

Attends inpatient treatment team meetings for all detained and committed consumers and for all voluntary consumers with symptom exacerbation or outcome changes and/or disposition placement challenges to provide expert consultation and facilitation of discharge.

Provides stabilization post discharge from intensive levels of care by facilitating that the first follow-up appointment occurs within the next business day of discharge.

Authorizes timely referral to outpatient intensive services for consumers discharging from inpatient.

Conducts discharge tracking to monitor consumer compliance with first follow-up appointment and treatment status 30 days post discharge.

Tracks and monitor all readmissions.

Convenes community care conferences with providers to review and evaluate coordination of care and identify necessary resources to prevent further recidivism.

Provides oversight, education and consultation to referring providers and SCRSN programs that divert children from intensive services to promote maximum utilization.

Maintains collaborative and collegial working relations with inpatient care manager staff,

See other side for important additional information

1229 WEST MALLON, SPOKANE, WA 99260-0230
Phone: (509)477-5750 • TDD Available • Fax: (509)477-5642
JOB HOTLINE: (509) 477-JOBS www.spokanecounty.org

EQUAL OPPORTUNITY EMPLOYER

DRUG FREE WORK ENVIRONMENT

EXAMPLES OF DUTIES (Continued)

diversion resource staff and consumers and their families.

Builds and maintain strong system working relations within the mental health delivery system and with allied service systems.

Leads the child provider allied systems committee for system-level and multi-agency planning, resource coordination, communication of best practices and problem solving deficiencies or gaps.

Monitors utilization data to identify system efficiencies and deficiencies and assists with the development and implementation of new resources and programs. Reports findings to the child provider allied systems committee.

Promotes Evidence Based Practices (EBPs) among the provider agencies and develop evaluative tools to determine if the EBPs are successful for the consumer.

Coordinates the Children's Long Term Inpatient (CLIP) for SCRSN consumers; participates as SCRSN's representative for State Care Coordination; provides education and diversion resources for families and providers; determine guidelines and appropriateness for children being considered for placement. Leads the CLIP Screening Review Team; coordinate provider and family presentations. Provide technical assistance with CLIP applications. In collaboration with primary provider provides rehabilitative case management during CLIP hospitalization and facilitate timely discharge in collaboration with primary provider and CLIP facility treatment team.

Maintains databases that track CLIP admissions, recidivism and length of stay by facility.

Monitors child care provider compliance with state requirements for the implementation of and compliance with Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Services. Provides training and assists with agency performance correction plans as indicated.

Uses computerized database to support management of all authorized intensive care. Mitigate informal complaints and resolve regarding level of care assignments. Notifies providers of available appeal procedure.

Requests a second opinion from co-Care Coordinator and/or Medical Director regarding questions of eligibility, medical necessity or a critical clinical circumstance.

Defines effective and efficient referral and communication protocols between SCRSN and each agency.

Serves as information and referral source contact for consumers and other systems, such as juvenile justice, schools, Developmental Disabilities, and child welfare.

Encourages the implementation of consumer-driven services and share information about newly emerging consumer-centered models and programs.

Provides technical assistance to contracted agency staff on a proactive basis by responding to agency requests.

All information submitted in the application and in any attachments or supporting documents must be true, correct, and complete. Providing false or incomplete statements will be justification for termination or refusal of employment. All application materials are due by 4:30 p.m. on the closing date. Postmarks will not be accepted.

NOTES

For some positions, joining the Union may be a condition of employment pursuant to the exception as noted in RCW 41.56.122(1) and any other rights afforded by law. Changing bargaining units within the county work force may incur a change in the employee's benefits.

Spokane County is an "at will" employer. All positions are considered "at will" or "at the pleasure" of the hiring authority unless specified otherwise in specific labor agreements. Such positions can be terminated with or without cause at any time by the hiring authority. No employee of Spokane County has the authority to make any oral or written agreement altering any "at will" relationship.

Spokane County strives to satisfy all requests for reasonable accommodation from persons with disabilities. Requests for accommodations should be made in advance and addressed to the Human Resources Director at 477-5750.

Participates in annual monitoring of RSN funded providers.

EXAMPLES OF DUTIES (Continued)

Organizes or participates in community or SCRSN meetings and committees as appropriate.

Develops comprehensive policies and procedures for compliance with state and federal regulations and to facilitate SCRSN operations.

Participates in RSN licensure certification reviews, state audits, program monitorings and/or audits as required by Leadership.

Provides cross coverage functions for the Adult Care Coordinator(s).

Maintains knowledge and understanding of the functions of the Mental Health Program Planner/Evaluator.

Communicates regularly with Leadership to keep them abreast of activities, plans, and concerns.

Performs other related duties as assigned.

MINIMUM REQUIREMENTS

TRAINING AND EXPERIENCE:

Registered Nurse or Licensed Masters Level Mental Health Professional with Child Mental Health Specialization and three (3) years of direct child behavioral health clinical experience with emphasis on acute psychiatric and co-occurring disorders of children. Knowledge of managed care and utilization review required, preferably in a public mental health system.

LICENSE: Individual positions require mental health designation as a mental health professional in accordance with WAC 275.57.020 (25) Mental Health Professional; WAC 275.57.320 (1) Child Mental Health Specialist; WA RN license if applicable.

PLEASE NOTE: Work is performed in the office and in the field. Availability of own transportation is required.

SELECTION FACTORS

Considerable Knowledge of:

- relevant federal, state and county policies, procedures, and regulations.
- acute psychiatric symptoms and diagnoses.
- the relevant system of care for Spokane County.

Knowledge of:

- best practice standards for acute psychiatry evaluation and treatment.
- utilization management of public mental health.
- federal regulations and state laws applicable to public mental health.
- contract administration and compliance.
- group facilitation skills towards consensus based and target outcomes.
- public and private mental health providers and community resources and programs available to clients with identified needs.
- collaborative case planning.
- computer applications related to the work including proficiency in Microsoft Word and Excel.
- record keeping principles and practices; correct business English, including spelling, grammar and punctuation.
- techniques for dealing with a variety of individuals from various socio-economic,

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ethnic and cultural backgrounds, in person and over the telephone.

- programs and eligibility requirements for the Social Security Administration, Washington State Medicaid, Spokane County Social Services and Food Stamps and other relevant programs.

Ability to:

- apply standardized Medical Necessity Criteria to determine lengths of stay and continued care.
- efficiently refer to and effectively utilize county funded community resources for the least restrictive level of care.
- communicate exceptionally well orally, in writing and over the telephone.
- analyze, interpret, apply and explain utilization data
- assess cases appropriately and utilize the most appropriate community resources to provide effective client services.
- prepare clear and concise reports, correspondence and other written materials.
- use initiative and independent judgment within established procedural guidelines; organize own work, set priorities and meet critical deadlines.
- establish and maintain effective working relationships with those contacted in the course of the work.
- perform all related duties with accuracy and efficiency.

Skilled in:

- The use of personal computer including the use of spreadsheets.

BEHAVIORAL STANDARDS

Respectful, courteous, and friendly to customers, other County/Court employees, and County/Court leadership. A team player that helps the organization meet its objectives. Takes initiative to meet work objectives. Effectively communicates with customers and other County employees. Gets along with co-workers and managers. Positively represents the County, maintaining the trust County residents have placed in each of us. Demonstrates honest and ethical behaviors.

SELECTION PROCESS:

Initial screening will be based solely on the information contained in your Spokane County Employment Application. If you meet the minimum requirements, the hiring authority may review your qualifications as presented in your application materials. The hiring authority may interview top candidates. This process subject to change.

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