



www.leecarlsoncenter.org

Who we are:

Lee Carlson Center for Mental Health & Well-Being, a 501c3 non-profit, is the primary provider of outpatient mental health services in Anoka County and surrounding areas. Each year we offer hope and healing to more than 6,000 individuals and families struggling with a variety of emotional health issues. Services include clinic, home and school-based counseling and individual, family and group therapy as well as psychological testing, assessment and psychiatry.

A beacon of hope and healing for over 40 years, our mission is to provide exceptional and affordable mental health services to families, children, youth, and adults.

The position:

Seeking an ideal candidate for the role of *Care Coordinator* to provide care coordination, support and resources to individuals with serious and persistent mental illness who are members of the Bridgeview Community Support program.

Duties and Responsibilities

Primary Responsibilities

- A. Resource Utilization Assessment: Develop care coordination plan and resource utilization plan based on a needs assessment process with interested members reviewing their needs on a quarterly basis.
- B. System Navigation Assistance: Assist members with system navigation such as: health insurance information and applications; economic assistance information and applications; and collaborating with medical and mental health care providers to accomplish system integration of services for the member.
- C. Member Outreach: Provide direct outreach to members to promote decreased isolation, increased community engagement and participation while designing and implementing interventions and support to promote the least restrictive living situation for members.
- D. Basic Needs Planning: Develop care coordination plans with interested members that include: access to employment training and employment; locating volunteer opportunities; information on housing options and methods of accessing those options; and educating members regarding employment resources and job search strategies.
- E. Group facilitation: Facilitate or co-facilitate member support groups and psycho-educational classes.
- F. Crisis Support: Assist members in developing crisis and safety plans and creating a support network to resolve crisis situations.

- G. Transportation: Provide transportation of members to and from the Bridgeview. Assist members with arranging transportation to and from medical appointments, the Anoka County Government Center, and Blaine Human Service Center.
- H. Actively participate in regular and periodic Lee Carlson Center for Mental Health & Well-being staff and committee meetings.
- I. Provide Individual, family and group support utilizing topic and curriculum based resources and materials to facilitate rehabilitation and restoration of functioning and reduction of symptoms due to mental health disorders.
- J. Provide coordination of services as needed, obtaining appropriate releases (primary care physicians, previous therapists, psychiatrist's, etc.)
- K. Cover absences for staff as needed to provide continuity of care for all clients.
- L. Provide data, program outcomes and demographic data in a timely manner as defined for the program.
- M. Complete yearly member updates with required documentation. Back up of new member intakes with required documentation.
- N. Data entry and maintenance of MHIS.
- O. Duties as assigned by manager.

Responsibilities Related to Individuals Served and/or Other Members

- A. Provide quality Member service responsive to the needs of Members.
- B. Provide a culturally sensitive and supportive environment to clients and their families.
- C. Ensure a consistent Member experience for Lee Carlson Center for Mental Health & Well-being clients regardless of the site of service.
- D. Knowledge of HIPPA and a commitment to confidentiality, client rights and privacy.

Commitment to collaboration and professional development

- A. Collaborate with the staff at the Lee Carlson Center for Mental Health & Well-being team to implement the vision, mission and goals of Lee Carlson Center for Mental Health and Well-being.
- B. Actively seek supervision and continue to grow and develop professional skills needed for the position.

Adherence to Policies and Procedures

- A. Be a positive influence in the day-to-day activities of the Lee Carlson Center for Mental Health & Well-being team, acting with integrity, showing respect to coworkers and clients.
- B. Understand and interpret the agency mission.
- C. Actively support agency's mission and goals.
- D. Report any suspected maltreatment or suspected abuse or neglect of children or vulnerable adults consistent with maltreatment reporting laws.
- E. Adhere to Agency's Principles of Conduct and Standards of Practice outlined in the Employee Handbook.
- F. Adhere to all applicable local, state and federal regulations governing Lee Carlson Center for Mental Health and Well-being.

Other Duties and Responsibilities as Assigned

- A. Collaborate with all program areas to assure open channels of communication.
- B. Work closely with for Lee Carlson Center for Mental Health & Well-being departments, as appropriate, when implementing new or improved processes.

- C. Carry out job responsibilities and other duties as assigned in a manner consistent with the values and beliefs of Lee Carlson Center for Mental Health & Well-being.

Qualifications

- **Education and/or Experience:** Bachelor's degree in Social Work or related Behavioral Health Field. Experience working with adults with Severe and Persistent Mental Illness (SPMI) and diverse clinical issues. Culturally sensitive and knowledge of personal boundaries and professional ethics. Must be able to work under stress and intervene appropriately in crisis situations
- **Certificates, Licenses, Registrations:** BA or BS degree in Social Work or related Behavioral Health Field. If applying with a social work degree must be licensed social worker in the state of Minnesota.
- **Language Skills:** Must be able to effectively communicate information and ideas in English both orally and in writing.
- **Mathematical Skills:** Ability to add, subtract, multiply and divide numbers and ability to calculate percentages.
- **Physical Demands:** Ability to lift a minimum of 25 pounds.
- **Work Environment:** Position requires travel between clinical sites and satellite clinic locations including schools and client's homes as caseload requires.
- **Other Skills Required:** Must be proficient in using Windows Operating System as well as Microsoft Office applications and Electronic Medical Record (Microsoft Word, Excel, PowerPoint, Access and EMR system).
- **Reasoning:** Must be able to solve complex problems independently and demonstrate strong interpersonal skills.
- Ability to achieve and maintain status of "not disqualified" upon completion of criminal background studies.
- Ability to maintain a valid driver's license, proof of drivers insurance, a satisfactory driving record and reliable transportation.

Interested and qualified candidates should apply by submitting their letter of interest and resume to: apply@leecarlsoncenter.org