



Community Resource Coordinator (Mental Health)

Metro Community Health Center extends great benefits to our eligible employees.

MCHC current benefits are:

- MCHC pays 100% of the employee premium for UPMC Medical, United Concordia dental, STD, LTD and Life insurance
- VBA vision coverage is offered as voluntary coverage that paid for by the employee
- Medical and Dependent Care FSA and HRA
- 2 weeks of paid parental leave
- 20 days (4 weeks) of PTO for your 1st two years
- 12 paid holidays
- 401k with a 4% match

POSITION SUMMARY

The Community Resource Coordinator will facilitate the mission of Metro Community Health Center to ensure the delivery of quality patient care and coordination of supportive/enabling services external of the health center. The Community Resource Coordinator is an experienced health advocate who, under the direction of the Chief Operating Officer at Metro Community Health Center (MCHC) is responsible for outreach, engagement, education, non-clinical behavioral/mental health intervention, and general supportive coaching activities targeted to eligible populations at MCHC. The Case Manager links families to health care providers and enabling services. Training will be provided by Metro Community Health Center and outside organizations as appropriate.

ESSENTIAL FUNCTIONS

- Support the goals and objectives of MCHC's strategic plan by complying with all required documentation, reporting, and implementation protocols
- Communicate with MCHC's care coordinators, other care team members, and providers as necessary
- Refer to MCHC Mental Health Program Coordinator for ongoing care management and coordination outside of the Community Resource Coordinator scope of practice
- Maintain patient confidentiality and follows security protocols at all times
- Help individuals to understand benefits of choosing healthy lifestyle habits, provide behavioral change support, and assist with goal setting and action planning
- Serve as an advocate who actively engages individuals to reduce targeted gaps in care

- Serve as a resource, linking eligible patients to resources and services available in the community including but not limited to transportation and social support groups
- Support care coordinators/primary care team in monitoring and evaluating patients' needs, including prevention and behavioral health treatment; care transitions; and social and community service needs
- Attend staff and other supervisory meetings
- Document all program related activities in the designated system/database
- Use problem-solving skills to serve the health center's patient population
- Use computers for accessing electronic health records for data retrieval, data entry, charting updates, etc.
- Effectively communicate using excellent verbal, non-verbal, and written communication skills
- Regular attendance in accordance with schedule
- HIPAA Compliance
- Ensure all tasks provided and associated with patient care, patient administrative processes, and related duties comply with all regulatory and accreditation standards, as well as policies and procedures
- Ensure that regulatory (HRSA, VFC, OSHA, CLIA) standards are maintained according to policies and procedure
- Perform miscellaneous job-related duties as assigned

REQUIREMENTS

Skills/Abilities

- Written and oral fluency in English required
- Ability to create and maintain effective, collaborative, working relationships with peers, colleagues, management, and community partners in meeting the goals and objectives of the organization and the project
- Independent judgment concerning day to day work tasks (i.e. prioritization of tasks, managing work schedule, consistent and timely follow through and follow-up)
- Must possess sound decision making and problem-solving abilities
- Microsoft Office software basic skills

Education/Experience

- High School Diploma or its equivalent
- Minimum of 5 years' experience in a case management /social services profession
- Experience working at the community level and strong knowledge of the social determinants of health are a plus

Other Requirements

- At least eighteen (18) years of age
- Criminal clearances (Act 33 and 34 clearances, specific State and child clearances)
- Valid driver's license
- Must be able and willing to work flexible hours, when needed
- Must have reliable and consistent transportation

Physical Requirements

While performing the duties of this job, the employee is regularly required to sit; use hands to manipulate objects, tools or controls; reach with hands and arms; and talk and hear. The employee must be able to occasional lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus. Noise level in the work environment is usually quiet.

Work Environment

- Able to work in a team environment
- Must travel to the homes and some external appointments (when appropriate) of program participants
- May be required to share workspace with other staff