



Job Announcement

Care Coordination Team Manager

Work Location:	Broward Behavioral Health Coalition
Position reports to:	System of Care Manager
Status: Position Status:	Full Time
Salary Range:	\$45,000- \$50,000

Position Summary: Responsibilities include all aspects of overseeing the Care Coordination Provider Teams (CCT) designated for individuals diagnosed with a mental health, substance use or co-occurring disorder and have also been identified experiencing high utilization of state mental health treatment facilities (SMHTF), psychiatric acute care units, detoxification units, and/or crisis stabilization units in Broward County. This position will ensure that the Care Coordination provider teams engage and provide the supports needed in the individual’s transition of care by utilizing the evidenced based Critical Time Intervention (CTI) model. Supports will include assessment in needs such as: primary health, behavioral health, substance use, legal, financial, housing, etc. and assist in engaging individuals with the necessary community-based recovery supports. The Care Coordinator manager supports the CCT teams by providing clinical oversight and management of the utilization of the network provider teams.

Specific Duties and Responsibilities:

1. Develop partnerships with the array of system representatives, the courts, behavioral health providers, to facilitate transition and re-engagement to the community.
2. Identify and track high utilizing individuals with mental health and/or substance use disorders in the behavioral health system with the goal of coordination, enrollment, linkage to care, and discharge planning through collaboration with community providers.
3. Monitor and report on progress of individuals as CCT Teams implement service plans.
4. Coordinate services with CCT teams to eliminate barriers to access.
5. Recommend and facilitate linkages to appropriate community supports and services.
6. Conduct case reviews with the provider CCT teams as needed.
7. Oversight of the coordination of comprehensive plans for individuals served.
8. Facilitate Care Coordination Provider team meetings on a regular basis.
9. Collect data for outcomes for individuals served.
10. Manage and provide dispositions for the Transitional Voucher Request process.
11. Completion of assigned BBHC/DCF monthly reports.
12. Assist System of Care Manager in additional functions, as assigned.
13. Meet regularly with the System of Care Manager and Operations Team for network updates.
14. Educate system partners on the role of Care Coordination and continuity of care for those individuals who meet the enrollment criteria.
15. Collaborate with other Care Coordinators and support team, including cross-training as needed.
16. Develop and conduct presentations for local and national meetings/events/conferences, as requested.



17. Other related duties as requested.

Experience and Education:

- Master's degree in behavioral health/License required in Behavioral Health
- Minimum of five years' experience in mental health/substance use/child welfare
- Will be required to complete the Critical Time Intervention (CTI) practice training

Skills/Abilities/Competencies: To succeed as the Care Coordination Manager, the individual requires the following:

1. Understanding of the behavioral health system, the child welfare system, and local provider network.
2. Understanding the overall system of care
3. Strong communication skills, both verbal and written.
4. Ability to multi-task and exhibit flexibility.
5. Proficient with computer programs such as Microsoft Office
6. Oral communication/public speaking-speaks clearly and persuasively in both positive and negative situations.
7. Demonstrates ability to facilitate group meetings and discussions; solicits feedback from participants, keeps discussions on topic and needed timeframe, able to capture attendee's attention.
8. Documentation- skilled in writing notes, preparing proposals, drafting meeting minutes, and other reports.
9. Judgement- displays willingness to make decisions, exhibits sound and accurate judgment and makes timely decisions.
10. Empathy-displays appropriate empathy for individuals and families: excellent counseling and problem-solving skills.
11. Diplomacy- able to deal effectively and positively with staff and external parties including providers and community stakeholders.
12. Follow through- demonstrates the ability to assume responsibility for tasks and ensure they are completed thoroughly and timely.
13. Understanding of data/outcomes as they relate to the target population to be served.

Mental and Physical Qualifications:

Good health as evidenced by acceptable pre-employment health screening, emotional stability, ability to function effectively under stressful circumstances, and acceptable attendance record. Has a valid driver's license and acceptable driving record. Will consent to background screening processes as required by the State based on holding this position of special trust to include fingerprint-based search of criminal records in Florida and nationally and drug testing.



Other Qualifications:

Has a valid driver's license and acceptable driving record. Will consent to background screening processes as required by the State, based on holding this position of special trust to include fingerprint-based search of criminal records in Florida and nationally.

I acknowledge that I have read and understand my responsibilities as they relate to this Job Description and that I have received a copy of this document for future reference.

Please send resumes and cover letters to jobs@bbhcflorida.org.