



Care Coordinator

Job Description

Work Location:	Broward Behavioral Health Coalition
Position Reports To:	Senior Director of Adult System of Care
Position Status:	Full Time/Exempt
Salary Range:	\$55,000 - \$60,000 (Annually) + Benefits

Position Summary: Responsibilities include all aspects of coordinating care and ensuring linkage with the various systems including, but not limited to the Criminal/Juvenile Justice System, health care, behavioral health provider agencies, child welfare, school system, and other state managing entities. The Care Coordinator supports individuals served and their family members through transitions and transfers between receiving facilities, housing providers, residential treatment facilities, and others as deemed appropriate. The Care Coordinator focuses on target populations of persons with high utilization of services and who have multiple, complex needs.

Specific Duties and Responsibilities:

1. Develop partnerships with an array of system representatives.
2. Participate in relevant community meetings.
3. Identify consumers that are high utilizers, high cost, and recidivist from database.
4. Monitor and report on progress for consumers as providers implement service coordination plans.
5. Coordinate services with case managers and system partners.
6. Recommend and facilitate linkages to appropriate services.
7. Make recommendations in terms of services to meet the system's needs.
8. Conduct clinical case reviews with the treatment teams as needed.
9. Assist supervisor in system of care functions, as assigned.
10. Coordinate comprehensive plans on individuals served; maintain files on individual cases, meetings, and other activities.
11. Collaborate with other care coordinators and support team.
12. Meet regularly with other care coordinators and supervisors to stay abreast of issues.
13. Educate system partners on the role of care coordination.
14. Develop and conduct presentations for local and national events/conferences, as requested.
15. Added responsibilities to provide care coordination.
16. Other related duties, as requested.

Experience and Education:

- Master's degree in behavioral health licensed in Behavioral Health preferred. Minimum of 2 years' experience in the mental health/substance abuse field.



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

1. Understanding of the behavioral health system in Broward County
2. Understanding of 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. Demonstrates ability to facilitate group meetings and discussions; solicits feedback from participants, keeps discussions on topic and within the needed timeframe, able to capture and maintain attendees' attention.
7. Documentation – Skilled in writing notes, preparing proposals, drafting meeting minutes, and other reports.
8. Judgment – Displays willingness to make decisions, exhibits sound and accurate judgment, and makes timely decisions.
9. Empathy – Displays appropriate empathy for people with problems, excellent counseling and problem-solving skills.
10. Diplomacy – Able to deal effectively and positively with staff and external parties including providers and community stakeholders.
11. Follow Through – Demonstrates the ability to assume responsibility for tasks and ensure they are completed thoroughly and timely.
12. Understanding of Data/Outcomes as they relate to the target population to be served.

Mental and Physical Qualifications:

Good health as evidenced by acceptable employment health screening, ability to function effectively under stressful circumstances, and acceptable attendance record.

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 resume and cover letters to jobs@bbhcflorida.org