



## Job Description

### **PROGRAM ASSISTANT**

#### INTEGRATED BEHAVIORAL HEALTH SERVICES (IBHS)

Reports to: Integrated Behavioral Health Program Manager

FLSA Status: Full Time Non-Exempt

### **SUMMARY**

Under the direct supervision of the IBHS Program Manager, the IBHS Program Assistant is responsible for providing administrative and coordination support to the Ravenswood Integrated Behavioral Health Services (IBHS) team and its community projects/programs. The assistant will foster a collaborative working relationship with medical and dental providers, IBHS clinicians and its team, RFHC staff, patients, San Mateo County Behavioral and Recovery Services, and community-based partner organizations.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*To be conducted in accordance with RFHC Policies and Procedures*

#### **Clinical**

- Screen referrals to connect, reconnect, and/or bridge patients to appropriate community services.
- Perform warm hand off's (triage) from providers into IBHS, or IBHS into other clinic departments as needed, to educate and orient new patients to organization and program.
- When requested, provide collaborative case management including: contact with other mental health providers, medical practitioners, school personnel, social services; make phone calls to patients providing them with appropriate referral, follow up, or information, ensure patient consent forms are complete, and monitor treatment goals
- Maintain patient confidentiality.

#### **Administrative**

- Assist the IBHS clinical providers in filing, faxing, tracking documentation, maintaining an appropriate supply of brochures to distribute to patients, taking clear and accurate phone messages, and other administrative functions.
- Maintain requested referral and utilization data required for evaluating the Integrated Behavioral Health Services program.
- Reserve class/workshop locations.
- Schedule various IBHS classes and patient appointments and follow up with reminder calls.
- Coordinate communication between all clinic providers, clinicians, and external agencies.
- Attend required IBHS and organization-wide meetings.
- Attend local trainings and workshops, as appropriate.
- Support the Program Manager of Integrated Behavioral Health Services on projects related to IBHS services provided in the community. May include, but not limited to, protocol and referral process

development; chart reviews, liaison with local community-based partners; and follow up with partner staff.

- Provide technical assistance and ensure proper reports are created for IBHS program assessment and chart reviews.
- May be required to keep and maintain orderly, clear and concise Action Minutes of some IBHS Administrative meetings.
- Other duties as assigned and requested.

## **QUALIFICATIONS**

- Completion of a Bachelor's degree from an accredited university with a concentration in the social sciences -Psychology, Sociology, Social Work, Social Welfare, and/or Public Health required.
- Work experience in a community health or behavioral health setting strongly preferred
- Understanding of Behavioral Health integration and concepts within a primary care clinic setting.
- Outstanding customer service to patients, staff and fellow team members
- Bilingual- English and Spanish required.
- Knowledge of the use of basic office equipment and software including MS Word, MS Excel, Power Point, MS Visio, and Outlook.
- General knowledge of health disparities, and current social and health problems related to psychological disorders and alcohol and other drug addictions.
- Knowledge of community resources and referral agencies.
- Skill in establishing and maintaining effective working relationships with Clinical Behavioral Health and medical providers and physicians, patients, staff and the public.
- Ability to collect and enter data for the purpose of written reports evaluating the IBHS program.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is regularly required to sit at a desk. The employee frequently is required to walk between buildings; use hands and fingers to operate a computer keyboard, mouse and telephone key pad; and the ability to speak and hear. The employee must occasionally bend, lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus.

## **JOB DESCRIPTION REVISIONS**

This is not necessarily an exhaustive list of all responsibilities, skill, duties, requirements, efforts or working conditions associated with this job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. This job description replaces all previous job descriptions for this position.