

LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA, INC.
JOB DESCRIPTION

DATE ESTABLISHED: 04/11/2022
DATE AMENDED:

TITLE OF POSITION: Family Crisis Care Coordinator
POSITION NUMBER: 20-25
PROGRAM: Family Services
COMPONENT: Outpatient

MINIMUM TRAINING, CREDENTIALS AND EXPERIENCE REQUIRED:

Bachelor's degree in psychology, social work, counseling or a related behavioral health discipline. Previous experience in behavioral care preferred.

All candidates must possess the following attributes:

- Good communication and assessment skills. Respect for client rights and personal preferences in treatment are essential. Ability to use EHR system and other associated electronic communication systems.
- Skills and competence to establish supportive trusting relationships with children and adolescents with mental illness.
- Must have a valid Florida driver's license and meet all Center requirements for vehicle operations and transportation of clients in Center and non-Center vehicles.
- Completion of Cardiopulmonary Resuscitation and Basic First Aid training (within six months of hiring). Completion of four hours of HIV/AIDS education (within 30 days of hiring) and two hours of HIV/AIDS information (biannually).
- Compliance with minimum standards for screening of mental health personnel as contained in F.S. 394.4572.

Life Management Center maintains and enforces a drug-free workplace policy. Applicants are required to be drug tested prior to employment

SUPERVISOR: Children's Outpatient Component Director

POSITIONS SUPERVISED: None

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

ESSENTIAL FUNCTIONS: (Essential functions of this position are listed below. The position also includes additional functions as needed and/or assigned by supervisor.)

1. Provide outreach, targeted case management and care coordination services to families served.
2. Provide services Monday through Friday, 8am to 5pm, with flexibility for weekends and nights as needed.
3. Begin contact attempts with referred families within 24 hours of receipt of referral.
4. Maintain a minimum of three (3) contacts per week, per family, for the first 30 days of service delivery, with continued weekly contact for the duration of participation in the program.

5. Serve as single point of accountability for the coordination of a youth's care with all involved parties (i.e., behavioral health care, transportation, etc.)
6. Establish rapport with youth and collaborate with other organizations while youth is still in an inpatient setting.
7. Maintain a caseload of no more than 10 youth who have been identified as high risk due to frequent (minimum of 3) inpatient hospitalizations.
8. Refer youth to needed services within LMC and with local agencies.
9. Communicate directly with parents/caregivers regarding upcoming services and determine potential barriers to adherence.
10. Provide holistic services to include the entire family as well as natural supports of families served.
11. Obtain releases of information, consents and data sharing agreements as allowed by federal and state laws to allow for sharing of information from and with other health and behavioral health care providers, family and/or household members involved in the youth's care.
12. Be able to advocate for the youth's perspective and strengths, using options and choices reflective of the youth's values and preferences. Involve family and others in the decision making based on the individualized strength-based plan of care.
13. Provide effective transitions with youths using "warm hand-offs".
14. Identify providers for the transfer of persons served. Obtain releases of information to be able to communicate effectively with others involved in care during potential transfers. Use of cultural and linguistically competent skills to insure respect for and build on the values, preferences, beliefs, culture and identity of the youth served and their community.
15. Assist medical staff in monitoring the youth's progress as it relates to maintaining appointments and provide support through referrals, emotional support, resources, service arrangements, and ongoing follow-up.
16. Help persons served to access reliable transportation (e.g. arrange for cabs, use public transportation, and find rides) or transport persons served to appointments when no other option is available.
17. Participate in consultations and participate in the process to transfer persons between needed services both in-patient and out-patient.
18. Must complete required trainings and testing to earn and to keep certification status as necessary through the Florida Board of Certification within the required time-frames for certification.
19. Provide outreach and home visit services as directed.
20. Document services within 24 hours of service delivery.

OTHER ESSENTIAL FUNCTIONS:

Travel required between multiple service sites, to the homes, shelters, agencies, employment sites, residences of persons served, and other community locations and within LMC service area.

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Date: _____