

Job Title: Behavioral Health Urgent-Care Coordinator

Reports to: Manager of Crisis Services

Location: Ottawa

Schedule: Monday-Friday 8 a.m.- 4:30 p.m.

Job Summary

Supports day-to-day operations of the behavioral health urgent care and the staff. Provides direction, consultation, and oversight to crisis staff to ensure clients receive the appropriate care and intervention. Manages schedules and provides weekly supervision.

Duties:

- Provide clinical and operational direction and supervision to the team working within the urgent care environment
- Consult and collaborate with the Manager of Crisis Services to ensure processes and procedures are followed
- Maintain safe environment and adherence to policies
- Consult and collaborate with First Responders, 988, and external and internal behavioral health providers
- Ensure data and metrics are collected and analyzed per grant requirements, and report outcomes to leadership and grant system
- Assist with crisis assessment and screening as necessary to expedite care and intervention
- Assist with health screening and linkage to RN or PCP/psychiatrist of client
- Train, educate, and coach staff
- Assist with hiring, orientation, and competency evaluation of staff
- Attend and participate in agency meetings, supervisions, trainings, and performance improvement workgroups
- Perform other duties as assigned

Skills/Abilities:

- Excellent verbal and written communication skills
- Excellent interpersonal and customer service skills
- Excellent organizational skills and attention to detail
- Excellent time management skills with a proven ability to meet deadlines
- Strong analytical and problem-solving skills
- Strong supervisory and leadership skills
- Ability to prioritize tasks and to delegate them when appropriate
- Ability to function well in a high-paced and at times stressful environment
- Knowledge and skills to assess, diagnosis, and triage clients

- Ability to multitask
- Ability to lead a team

Requirements:

- Master's degree in social work with active Illinois state licensure as LCSW, master's degree in counseling or marriage and family counseling with active Illinois state licensure as LMFT or LCPC, or APN with psychiatric specialty
- 2-3 years' experience in management position
- 1-2 years' experience in behavioral health with crisis work
- 25% walking or standing; prolonged periods of sitting and working on a computer
- Potential exposure to infectious disease or violence

Submit Resume to HR@ncbhs.org