

Licensed Clinical Social Worker/Behavioral Health Provider

GENERAL DESCRIPTION: Under matrixed supervision with the Clinical Director and Behavioral Health Lead, in consultation to our physicians and mid-level practitioners, and in collaboration with the entire clinical team, the social worker/behavioral health provider delivers mental health care and counseling to patients, commensurate with training, and in accordance with, the goals of Mascoma Community Health Center [MCHC]. He/she serves as a resource to all clinic staff, giving guidance in best practices, troubleshooting of behavioral/mental health services, and operations issues in priority of urgency, according to MCHC policy and FQHC standards. The social worker also monitors clinical performance to ensure clinical services and operations are in compliance with all applicable regulatory and licensing agencies.

RESPONSIBILITIES:

Clinical Functions:

- Conduct rapid assessments of, diagnose, and consult upon mental health and/or substance abuse disorders
- Assess for suicide and other life-threatening behaviors, and make referrals for patients for appropriate levels of care
- Make treatment recommendations and recommendations regarding appropriate levels of care for mental health and substance abuse treatment to the clinical treatment team at MCHC
- Provide psychotherapy and substance abuse treatment.
- Provide brief behavioral medicine clinical interventions and education to patients.
- Provide crisis assessment, intervention, and stabilization.
- Facilitate psychotherapeutic groups which may include the following topics: family therapy, smoking cessation, chronic pain management, relaxation, substance abuse support, and other behavioral health/behavioral medicine topics.
- Assist in the provision of medical case management/ care coordination services to patients.
- Assist patients with obtaining community resources and all benefits to which they may be entitled. Assist patients with application to state and federal programs.
- Provide chronic disease, trauma, and grief counseling to patients and families, to assist them with coping and self-management, education, and healing.
- Provide tobacco cessation support, alcohol and drug abuse counseling and support/referrals
- Assess for domestic violence issues. Assist patient with safety planning, restraining orders, and referrals to appropriate agencies.
- Other functions or duties as assigned.

Performance Improvement Functions:

- Reviews results of patient satisfaction surveys
- Reviews patient complaints.

- Leads and/or participates in clinical initiatives to improve the quality and safety of the MCHC care delivery model.

General:

- Demonstrates an understanding of MCHC's mission in performing all aspects of the position.
- Demonstrates commitment to, and understanding of MCHC's Service Excellence Standards, by modeling service excellence in all internal and external relationships, addressing service excellence deficits in staff, and in performance of all duties and responsibilities of this position.
- Demonstrates a caring and helpful attitude when interacting with patients, vendors and fellow employees. Strives to build cooperative partnerships with internal and external customers.
- Expresses sensitivity to needs of culturally and linguistically diverse patient and employee population.
- Understands and is committed to maintaining highest level of confidentiality, and handles confidential information as defined in MCHC's policies.
- Performs all duties in support of successful EHR implementation and utilization.
- Demonstrates a pattern of continued learning in order to ensure growth as a clinician.
- Attends internal and external meetings, workshops, and conferences, and participates on task forces or committees, as necessary and/or required by MCHC, Inc.
- Provides additional assistance within and outside of clinical arena, as requested and/or as appropriate, to ensure the ongoing success of the organization.
- Willingness and ability to work evenings and weekends, as needed.
- Other duties or responsibilities as assigned.

MINIMUM QUALIFICATIONS:

- MSW/Clinical Social Work degree from a graduate school of social work accredited by the Council on Social Work Education (CSWE)
- Minimum of three to five years' experience in a clinical setting
- Licensure as an independent clinical social worker in the state of NH
- Experience and expertise in the assessment, diagnosis, and treatment of mental health and substance abuse disorders, including the utilization of known and proven therapeutic treatment modalities
- Ability, training, and interest in working with diverse populations and age groups with co-occurring mental and physical health issues, with goals of assisting these patients with coping, self-management, education, and other skills and tools essential for healing
- Ability to maintain necessary certifications and licensure relevant to position and the credentialing necessary for insurance reimbursement for billed services

PREFERRED QUALIFICATIONS

- Previous experience providing clinical care within a community health center or as a medical social worker.

PHYSICAL DEMANDS

- Must be able to sit for prolonged periods of time
- Must have eye-hand coordination and manual dexterity sufficient to operate a normal complement of office equipment
- Normal range of hearing and eyesight required to record, prepare and communicate effectively
- Must be able to perform a combination of computer, telephone, and miscellaneous desk work
- Must be able attend meetings within clinic and at other organizations
- Unless otherwise stated, must perform duties for 40 hours per week, sometimes outside of normal business hours
- Must have valid drivers' license and provide own transportation to offsite meetings and conferences