

Position: CareLink Care Coordinator

POSITION SUMMARY

CareLink NM is a Medicaid-funded care coordination program. CareLink is intended to enhance integration and coordination of primary care, behavioral health care, acute care, and long-term care services for individuals with a serious mental illness diagnosis along with a chronic physical health diagnosis.

CareLink NM services include comprehensive needs assessment and individualized care plan; care coordination; prevention, health promotion, and disease management; comprehensive transitional care; individual and family support service; and referrals to community and social support services.

POSITION RESPONSIBILITIES

1. Carry a minimum caseload of 50 individuals at a time
2. Complete a monthly billable encounter with at least 80% of assigned caseload
3. Contact eligible individuals to provide education and orientation about CareLink services, and obtain and document the individual decision's about opting-in to CareLink
4. Conduct Comprehensive Needs Assessment (CNA)
5. Create an integrated service plan based on the CNA with the enrolled individual
6. Create crisis and disaster plans with enrolled individuals
7. Conduct a minimum of one encounter per month per client that supports the individual's progress towards service plan goals
8. Perform all care coordination activities as needed
9. Maintain clear, concise, and timely documentation adhering to all policies and procedures
10. Document client interactions and encounters in the HMS electronic health record, the State of New Mexico's NMSTAR system, and internal spreadsheets
11. Maintain all client charts following the CareLink Policy Manual and HMS requirements
12. Function as the hub for the individual's care team developed in collaboration with the individual, their natural supports, and as informed by the CNA
13. Engage natural supports and community resources to assist in overcoming barriers to engagement or access to care
14. Engage and collaborate with all integrated care team members and conduct team meetings as necessary to make sure client's medical and mental health needs are understood by all team members
15. Understand and maintain HIPAA and 42CFR Part 2 confidentiality standards
16. Participate in all mental health department training and supervision
17. Be proficient in all aspects of the CareLink Policy Manual and additional program-related requirements
18. Perform other duties as assigned

MINIMUM QUALIFICATIONS

1. Hold a bachelor's degree in a relevant field from an accredited university and have two years of related experience; **or**
2. Hold Licensure as Behavioral Health practitioner (e.g. Social Worker, Counselor, Marriage and Family Therapist)
3. Must pass required background checks and drug screenings
4. Demonstrated interest in rural and community health
5. Commitment to the highest ethical standards of the profession
6. Maintains confidentiality and discretion as a rule
7. Meets specified deadlines and manages time effectively
8. Exhibits skills in comprehending, interpreting and completing delegated tasks efficiently, and ask questions when something is not understood
9. Self-starter; must have the ability to work independently and follow-up on all work assignments given Director and Clinical Supervisor
10. Ability to multi-task, prioritize and work under pressure without losing sight of objectives
11. Exemplary organizational skills
12. Must be computer literate to effectively maintain compliance with all standards and requirements
13. Professional communication skills (e.g. responds to all emails and correspondence (voice messages, telephone encounters and messages)) in a timely manner (24 hours or less)
14. Keep Director and Clinical Supervisor informed of CL member's changes in both physical and mental health status, urgent issues, and questions about confidentiality
15. Language requirement: English
16. Must be able to use personal vehicle over course of employment
17. Maintains a valid and unrestricted NM Driver's License
18. Maintains valid and sufficient personal automobile insurance

PREFERRED EXPERIENCE

1. Previous work providing in-home or community-based mental health or case management services
2. Experience with medically integrated mental health services
3. Fluency in Spanish, both verbal and written

TO APPLY

Completed HMS Employment Application may be emailed to jobs@hmsnm.org or Dropped off or mailed:

1105 N. Pope St. Ste. C, Silver City, NM 88061

Or

530 De Moss Street, Lordsburg, NM 88045

For more information call 575-534-0788