



## Mental Health Referral Navigator

Columbia Health Services is a service-focused non-profit organization dedicated to making Columbia County a healthier place. We recognize that achieving health is a lifelong process that is made possible through individual, group, organizational and systemic processes. CHS values employee wellness and balance and has personnel policies, procedures, practices and culture that support that value. In an effort to improve families' access to care for all of our programs, CHS is embarking on significant growth. We are eager to bring on additional team members with relevant skills and experiences, who have a heart for meaningful connection and relationship building.

The Mental Health Referral Navigator supports the referral process for connecting individuals referred for mental health care to the appropriate services; referrals are reviewed, triaged, and scheduled; waitlist is managed to address any urgent or emergent needs; must demonstrate excellent written and oral communication, as well as the ability to set boundaries and be able to communicate the referral, waitlist, and assessment processes. This position works closely with our registration and front office staff to ensure clients are registered and enrolled in our electronic health records system.

CHS offers medical, dental insurance, generous employer-match 401K program, 12 paid holidays, and generous paid time off benefits package.

### Compensation

**Range:** \$19-\$28.50/hour

\*Salary differential of approximately \$3000/year is provided to bilingual English/Spanish speakers upon completion of bilingual certification

**FLSA Status:** Hourly, non-exempt

**Employment Status:** Permanent, Full-time position

CHS is a public service loan forgiveness eligible entity.

**Introductory period:** 12 months

**Training period:** 6 months

**Primary Location:** St Helens is the primary location for this position; part-time remote work may be considered.

\*This position will support our entire organization and will require occasional flexibility to provide coverage at clinics in Rainier, Clatskanie, Jewell, or various outreach / community events in Columbia and Clatsop Counties.

**Supervisor:** Mental Health Manager

### Responsibilities

- Receives, manages and maintains mental health referral queue and waitlist
- Conducts patient screenings via phone to gather patient information for triage to communicate with clinical supervisor to communicate about any urgent or emergent referrals

- Coordinate scheduling of initial assessments, send telehealth information, and any other needed information requested by provider to patient prior to appointment
- Collaborate with referring providers to update them on referral status
- Maintain accurate and comprehensive medical records, including referral details and communication logs
- Identify and connect patient with relevant community resources, such as food, housing, transportation, or other crisis support services; and/or refer patient to Resource Coordinator
- Review, update, and execute workflows that support a streamlined method for screening, triaging, and processing mental health referrals

**Success will be Measured by**

- Meaningful engagement in organizational and team meetings
- Response time to internal referrals is two business days or less
- External referrals will be submitted when requested by psychiatric provider, primary care provider, or other team member, and will followed up on as requested
- Documentation is clear, concise, and completed within 72 hours
- Positive, collaborative partnerships with external referral sources will be developed and sustained

**Expectations for All Staff Include**

- Ability to work well with internal (coworkers, patients) and external (community partners) people is essential.
- Utilization of organization tools and resources to maximize efficiency is critical (Google calendars, online order requests, email lists, etc).
- Shall uphold the Code of Ethics in every interaction.
- Shall represent CHS professionally by being prepared, arriving on time, being engaged in the activity, and communicating factual information.
- Must pass all site reviews.
- Take responsibility for requesting additional training needs immediately.
- Expected to keep workspace functional, sanitary & presentable for others to use.
- Attend monthly staff meetings and regular program meetings.
- Maintain strict confidentiality of all patient information at all times.
- Other duties as assigned.

**Position Factors**

<p><b>Minimum Education Level Required</b></p>	<p>High School diploma or equivalent required.</p> <p>Associate’s Degree (AA or AS) or Bachelor’s Degree (BA or BS) is preferred.</p> <p>*Individuals in this position do not have to be certified as a Community Health Worker, but CHS will provide a one-time \$3000 bonus with proof of certification to employees in this role.</p>
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<b>Experience Level Required</b>	Experience working in a behavioral health / psychiatric care setting and/or coordinating patient care preferred.
<b>Amount of Supervision Received by the Employee</b>	Learning conversations, at least quarterly. Check-ins, as needed.
<b>Impact of Actions Carried by this Position</b>	Actions carried out in this position will have a high impact on organization, community, and patient care.
<b>Diversity &amp; Complexity of the Supervision Exercised</b>	N/A
<b>Scope of the Human Resources Impact of this Position</b>	N/A
<b>Level &amp; Nature of Internal Contacts</b>	High interaction daily
<b>Level &amp; Nature of External Contacts</b>	Moderate interaction daily

**Employee Signature:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_