



Psychiatric Referral Navigator

Columbia Health Services is a service-focused non-profit organization dedicated to making our community 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 Psychiatric Referral Navigator supports the internal referral process for patients needing psychiatric evaluations, connecting patients to psychiatric providers through existing referral pathways; reviews internal referrals from primary care providers, mental health therapists and triages referral according to established workflows; works collaboratively with Primary Care Navigator and Psychiatric Nurse Practitioners to coordinate appropriate patient services. The Psychiatric Referral Navigator is the central point of contact for patient referrals.

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 internal psychiatric referral queue in EPIC from primary care and mental health teams

- Conducts and enters patient screenings via phone or My Chart to gather patient information for triage to communicate with psychiatric provider to communicate about any urgent or emergent referrals
- Coordinate scheduling of initial evaluation, send telehealth information, and any needed screenings requested by psychiatric provider to patient prior to appointment
- Collaborate with referring providers to update referral status
- Coordinate external psychiatric referrals when patients need higher acuity care based on triage and screening
- Maintain accurate and comprehensive medical records, including referral details and communication logs.
- Support prescription refill requests, communicating with psychiatric provider and pharmacy, and documenting in Electronic Health Record
- 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 psychiatric referrals
- Obtain prior authorization for psychiatric services and medications

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

Minimum Education Level Required	High School diploma or equivalent required. Associate's Degree (AA or AS) or Bachelor's Degree (BA or BS) is preferred. *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.
Experience Level Required	Experience working in a behavioral health / psychiatric care setting and/or coordinating patient care preferred.
Amount of Supervision Received by the Employee	Learning conversations, at least quarterly. Check-ins, as needed.
Impact of Actions Carried by this Position	Actions carried out in this position will have a high impact on organization, community, and patient care.
Diversity & Complexity of the Supervision Exercised	N/A
Scope of the Human Resources Impact of this Position	N/A
Level & Nature of Internal Contacts	High interaction daily
Level & Nature of External Contacts	Moderate interaction daily

Employee Signature: _____

Supervisor Signature: _____