New Position Description: Behavioral Health Care Manager

Position Justification

Reason for Position Update
Cloned Position (No Changes)

Justification of Need
The University Health Center recognizes a need to transform its care delivery model to one that better provides for whole person care. Serving as a patient centered medical home for the students at the University of Georgia the UHC strives to address with excellence the various combinations of primary care and specialty needs, particularly in the area of mental health and wellness. Mental Health resources are in ever increasing demand and embedding behavioral health services in primary care settings has proven to improve access, quality, satisfaction and efficacy in many settings. The most effective resource to affect these improvements is a Behavioral Health Care Manager (BHC), particularly when primary care and mental health and wellness resources are co-located, as they are at the Health Center. This position will serve in an integrative capacity coordinating care that is shared between Primary Care, Counseling and Psychiatric Services (CAPS), Health Promotion, other University and Community resources. In addition to management of care the BHC will work independently to provide behavioral assessments, short-term focused treatment, and well as facilitate medication management by establishing collaborative relationships between Psychiatry and Primary Care.

Currently: blank

Classification

Classification Information

OneUSG Connect Job Title
Counseling Professional AD

OneUSG Connect Job Code
411X00

Pay Grade

FLSA
Exempt

SOC

Annual Minimum

Annual Midpoint

Annual Maximum

Is this a Position of Trust?

Classification Description

Minimum Qualifications
Requires at least a baccalaureate degree in the field. Please contact your Human Resources office for an evaluation of education/experience in lieu of the required minimum qualifications.
Market Survey Section

UGA Market Code
Primary External Market Survey
Primary External Market Code
Secondary External Market Survey
Secondary External Market Code

Position Details

Seated Employee Information

Employee First Name
Employee Last Name
UGA PeopleSoft Employee ID
UGA Badge Number
Work Email

Position Information

Action Number S06749A
Working Title Behavioral Health Care Manager Currently: blank
OneUSG Connect Job Title Counseling Professional AD
OneUSG Connect Job Code 411X00
Pay Group 18A - Salaried Currently: blank
Major Unit VP FOR STUDENT AFFAIRS
Division AUXILIARY SERVICES - GROUP B
HR Department UHC Counseling & Psychiatric Svcs
Campus Address 55 Carlton Street Currently: blank
Campus City Athens Currently: blank
Campus State GA Currently: blank
Campus Zip Code 30677 Currently: blank
Campus Business Phone 706-542-2273 Currently: blank
Is this a supervisory position? No Currently: blank
If yes, then how many Full Time Benefit Eligible Staff are supervised? 0 Currently: blank
Names/Titles of Employees Supervised N/A
Currently: blank

FTE
1.00 Currently: blank

Standard Hours
40.00 Currently: blank

Standard Work Period
Weekly Currently: blank

Full Time/Part Time
Full Time Currently: blank

Effective Date
08/01/2019 Currently: blank

Minimum Qualifications
Requires at least a baccalaureate degree in the field. Please contact your Human Resources office for an evaluation of education/experience in lieu of the required minimum qualifications.

Position Summary
The Behavioral Health Care Manager (Care Manager) provides outpatient behavioral health care as a core member of the collaborative care team, including the patient's medical provider and psychiatric consultant, as well as the larger primary care team or medical team. The behavioral health care manager is responsible for supporting and coordinating the mental and physical health care of patients on an assigned patient caseload with the patient's medical provider and, when appropriate, other mental health providers. Additionally, the Care Manager provides independent diagnostic assessments, brief psychotherapy, treatment planning, and expert behavioral health consultation.

Currently: blank

Knowledge, Skills, Abilities and/or Competencies
• Practice safe, effective and appropriate mental health care
• Perform and document mental health diagnosis, treatment, education, and coordination of care
• Manage own time and job responsibilities with sensitivity to the needs of patients and collaborating professionals.
• Ability to demonstrate respect and understanding of differences in behavior and communication
• Ability to demonstrate consistent cooperativeness, courtesy, confidentiality, cultural sensitivity and tact.

Currently: blank

Physical Demands
Sit for periods of up to one hour,
Ability to type.

Currently: blank

Impact and Influence
Individual(s) filling this position will have the greatest impact on care delivered by health care providers in CAPS and Primary Care; they will interact daily with Physicians (including Psychiatrists), Nurses, Psychologists, and Social Workers but their range will include any appropriate resource on the UGA campus or the Athens community. Matching resources with needs in an integrative manner impacts student’s experience of accessing and benefiting from services rendered at the Health Center. Provision of behavioral health care within Primary Care Clinics as well as the Care Management role requires a significant amount of autonomy.

Currently: blank

Job Indicator
Primary Currently: blank

Does this position have operation, access, or control of financial resources?
No Currently: blank

Does this position require a P-Card?
No Currently: blank

Is having a P-Card an essential function of this position?
No Currently: blank

Is driving a responsibility of this
**Does this position have direct interaction or care of children under the age of 18 or direct patient care?**
Yes Currently: blank

**Does this position have Security Access (e.g., public safety, IT security, personnel records, or patient records)?**
Yes Currently: blank

---

**Duties/Responsibilities**

**Duties/Responsibilities**
Please approximate the percentage of time spent on each task (out of 100%) during a typical work week. List these tasks in order of importance, with the most critical task coming first. Do not list more than 6 entries – do not go below 5% time per assigned duty.

- **Duties/Responsibilities**
  - *Provide primary (mental health outreach), secondary, and tertiary mental health services to eligible members of the UGA community.*
  - Work Standard: Provide patient education about common mental health and substance abuse disorders and the available treatment options. Collaboratively and/or independently (as required) develop treatment plans.
  - Work Standard: Provide brief behavioral interventions using evidence-based techniques such as behavioral activation, problem-solving treatment, motivational interviewing, interpersonal counseling, or other treatments as appropriate.
  - Work Standard: Systematically track treatment response and monitor patients for changes in clinical symptoms and treatment side effects or complications.
  - Work Standard: Develop and complete relapse prevention self-management plans with patients who have achieved their treatment goals and are soon to be discharged from the caseload.
  - *Provide consultation to patients, faculty/staff, students, and friends or family members of patients.*
  - Work Standard: Provide referrals to psychosocial interventions and services (e.g., formal psychotherapy, health coaching, academic coaching, disability services, alcohol and other drug services, sexual assault advocates, etc.) as clinically indicated.
  - Work Standard: Participate in regularly scheduled (usually weekly) caseload consultation with the psychiatric consultant and communicate resulting treatment recommendations to the patient’s medical provider. Consultations will focus on patients new to the caseload and those who are not improving as expected under the current treatment plan. Case reviews may be conducted by telephone, video, or in person.

Currently: blank

**Percentage of time**
58 Currently: blank

**Duties/Responsibilities**

- *Track patient follow up and clinical outcomes using a registry. Document in-person and telephone encounters in the registry and use the system to identify and re-engage patients.*
- Work Standard: Consistent with UHC & CAPS Policy & Procedure manuals, develop idiosyncratic treatment goals based on client’s presenting concern, regularly assess progress toward the treatment goals, modify treatment plan as needed (which may include referral to a community provider who can offer specialized care), and adequately document in the electronic health record using the SOAP format to ensure other providers can offer care in the primary clinician’s absence.
- *Document patient progress and treatment recommendations in EHR and other required systems so as to be shared with medical providers, psychiatric consultant, and other treating providers.*
- Work Standard: Use client intake paperwork, clinical interview from the initial
consultation, and objective data obtained from psychological questionnaires to complete an appropriate evaluation of the presenting concern. Determine if additional formalized assessment is needed to develop an appropriate conceptualization of the client’s problem and makes referrals to appropriate CAPS staff to complete the assessment. Formulate an individualized treatment plan, which may include a plan for referral to a community provider consistent with tracking procedures outlined in the CAPS Policy and Procedure manual.

*Facilitate treatment plan changes for patients who are not improving as expected in consultation with the medical provider and the psychiatric consultant and who may need more intensive or more specialized mental health care.

Work Standard: Provide clinical supervision of new clinical staff, individuals receiving postgraduate supervision, and students in training as requested.

Currently: blank

**Percentage of time**

32 Currently: blank

**Duties/Responsibilities**

*Be an active, respectful, and engaged member of the treatment team.

Work Standard: Depending on clinic needs, takes either a leadership role or a constructive member role in the completion of assigned projects. Work toward greater overall job satisfaction within the CAPS & UHC environment. Understand the impact of personal attitudes on overall work habits throughout the clinic. Be mindful of the needs of the clinic and other members of the staff by readily sharing the workload with others.

*Collaborate with all staff to improve clinical outcomes, patient/client flow, and operational functions.

Work Standard: Offer innovative, cutting-edge ways to advance therapeutic and clinical performance. Use data as a foundation for Performance Improvement activities. Make constructive recommendations for improvement of services to clinical populations.

*Unless otherwise excused, attend at least 70% of CAPS staff and all required UHC staff meetings. Serve on UHC/Clinic committees, Student Affairs committees, and UGA committees as assigned.

*Maintain professional license by participating in continuing education focused on the clinical needs of the student population.

Work Standard: Seek opportunities to engage in specialty training to keep pace with the changing needs of the clinic and/or student population.

*Assist in recruitment of new staff, orientation, and preceptorship.

*Perform other duties as requested or assigned to further the CAPS & UHC mission and vision.

Work Standard: Show flexibility and cooperation when being asked to collaborate with other staff, take on new tasks, or complete specific projects.

Currently: blank

**Percentage of time**

10 Currently: blank

**List Similar Position Details**

**List similar positions at UGA**

Alicia Talbird- Behavioral Health Care Manager/CAPS
Michael Creech- Behavioral Health Care Manager/CAPS

Currently: blank

**List similar positions outside of UGA**

N/A

Currently: blank

**Budget Position Information**

**Budget Position Number**

PeopleAdmin Position Number

https://www.ugajobsearch.com/hr/actions/27377/print_preview
PeopleSoft Position Number

PeopleSoft Supervisor Position Number
11905102 Currently: blank

Budget Summary

Budget Account Name
Counseling & Psychological Serv Currently: blank
Budget Account Number
18570201301001 Currently: blank
Percent
100 Currently: blank

Position Supervisor

Supervisor Position Description

Job Title
CAPS Associate Director of Outreach
Position Number
235984
Org Unit
UHC Counseling & Psychiatric Svcs (H1000472)
First Name
Jennifer
Last Name
Hester
Email
jennand@uga.edu

Position Documents

New Position Description Documents

1. Current Organizational Chart (PDF | 67.6 KB)
   CAPS current org chart
2. Proposed Organizational Chart (PDF | 15.2 KB)
3. Supporting Document 1 (PDF | 87.5 KB)

Current Position Description Documents

No documents have been attached.