

Behavioral Health Care Manager

Job Description



Position Title: Behavioral Health Care Manager

Reports to: VP, Population Health

Job Status: Full-Time

FLSA Status: Non-Exempt

Positions Supervised: None

Position Summary:

The behavioral health care manager is 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.

Essential Functions:

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

- Support the mental and physical health care of patients on an assigned patient caseload. Closely coordinate care with the patient's medical provider and, when appropriate, other mental health providers.
- Screen and assess patients for common mental health and substance abuse disorders. Facilitate patient engagement and follow-up care.
- Provide patient education about common mental health and substance abuse disorders and the available treatment options.
- Systematically track treatment response and monitor patients (in person or by telephone) for changes in clinical symptoms and treatment side effects or complications.
- Support psychotropic medication management as prescribed by medical providers, focusing on treatment adherence monitoring, side effects, and effectiveness of treatment.
- Provide brief behavioral interventions using evidence-based techniques such as behavioral activation, problem-solving treatment, motivational interviewing, or other treatments as appropriate.
- Provide or facilitate in-clinic or outside referrals to evidence-based psychosocial treatments (e.g. problem-solving treatment or behavioral activation) as clinically indicated.
- 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.
- 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. Registry functions can be accomplished through an EHR build, on a spreadsheet used in

conjunction with an EHR, or can be built into a stand-alone clinical management tracking system that may or may not be linked to an EHR.

- 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.
- 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.
- Facilitate referrals for clinically indicated services outside of the organization (e.g., social services such as housing assistance, vocational rehabilitation, mental health specialty care, substance abuse treatment).
- Develop and complete relapse prevention self-management plan with patients who have achieved their treatment goals and are soon to be discharged from the caseload.
- Consult with the clinical staff and ancillary department staff to eliminate barriers to the efficient delivery of care. Identify service delivery problems and potential for effective patient management intervention.
- Maintain annual competencies for role.
- Document all communication with patient in electronic medical record.
- Perform all other duties as assigned.

Competencies:

- Ability to work independently and exercise clinical judgment in interactions with Physicians, payers, patients and their families.
- Strong organizational and time management skills, as evidenced by a capacity to prioritize multiple tasks and role components.
- Aware of scope of practice boundaries, comfortable seeking direction and assistance from appropriate resources.
- Experience with screening for common mental health and/or substance abuse disorders.
- Working knowledge of differential diagnosis of common mental health and/or substance abuse disorders, when appropriate.
- Ability to effectively engage patients in a therapeutic relationship, when appropriate.
- Ability to work with patients by telephone as well as in person.
- Experience with assessment and treatment planning for common mental health and/or substance use disorders.
- Working knowledge of evidence-based psychosocial treatments and brief behavioral interventions for common mental health disorders, when appropriate (e.g., motivational interviewing, problem-solving treatment, behavioral activation).
- Basic knowledge of psychopharmacology for common mental health disorders that is within appropriate scope of practice for type of provider filling role.
- Experience with evidence-based counseling techniques
- Communication – Ability to communicate effectively verbally and in writing. Excellent negotiation skills.
- Computer Skills – Proficient ability to use a computer and electronic medical record.
- Confidentiality – Maintain patient, team member and employer confidentiality. Comply with all HIPAA regulations.
- Customer Service Oriented – Friendly, cheerful and helpful to patients and others. Ability to meet patients and others needs while following office policies and procedures.
- Decision Making – Ability to make critical decisions while following organizational policies and procedures.

- Delegating – Ability to allocate authority and/or task responsibility to appropriate team members, peers or superiors.
- Flexibility – Ability to adapt easily to changing conditions and work responsibilities.
- Positivity – Display a positive attitude and is a positive agent for change.
- Project Management – Ability to organize and direct a project to completion.
- Teamwork – Work as part of a team and collaborate with co-workers.
- Working Under Pressure – Ability to complete assigned tasks under stressful situations.

Education and Experience:

- Specialized training and meets clinical licensure requirements so as to be able to provide brief psychosocial interventions such as problem-solving treatment.

Certification and Licensure:

- Licensed Mental Health Counselor/Professional Counselor
- Licensed Marriage and Family Therapist
- Licensed Social Worker
- Licensed Psychologist
- Masters-level licensure candidate/trainee (e.g. LMSW)

Work Environment:

- Environmentally controlled medical office environment
- Fast paced environment with occasional high pressure or emergent situations
- Work hours subject to office needs to ensure coverage during all hours of operation
- Possible exposure to bodily fluids, infectious specimens, communicable diseases, toxic substances, ionizing radiation, medicinal preparations and other conditions common to a laboratory and medical office environment
- May wear Personal Protective Equipment (PPE) such as gloves or a mask
- Frequent interaction with a diverse population including team members, providers, patients, insurance companies and other members of the public

Physical Demands:

- Frequent sitting, standing, walking, grasping, carrying and speaking
- Occasional reaching, bending and stooping
- Lifting, carrying, pushing and pulling up to 60 pounds, with assistance if needed
- May need to lift or turn patients who are disabled, with assistance if needed
- Frequent use of computer, keyboard, copy and fax machine and phone
- Occasional travel to attend meetings or trainings

CHP has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the team member's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors, managers, directors or officers as deemed appropriate. This document does not represent a contract of employment, and CHP reserves the right to change this job description and/or assign tasks for the team member to perform, as CHP may deem appropriate.

Team Member Signature: _____

Date: _____

Revision Dates: 7/2025