

## **NORTHPOINTE BEHAVIORAL HEALTHCARE SYSTEMS JOB DESCRIPTION**

**Job Title:** Behavioral Health Home Team Lead  
**Reports To:** Chief Executive Officer  
**FLSA Status:** Exempt  
**Classified As:** Administrative  
**Effective Date:** 9/1/20

### **SUMMARY:**

The Behavioral Health Home Team Lead is responsible for the oversight of the Behavioral Health Home (BHH) services provided at Northpointe. BHH services provide integrated, person-centered, and comprehensive care to eligible beneficiaries to address the complexity of comorbid physical and behavioral health conditions. This position will be responsible for assisting with program and team development, care coordination, health promotion, comprehensive transitional care, individual/family support, referrals to community providers, and ongoing monitoring of compliance to meet performance metrics.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by the supervisors.

### **QUALIFICATIONS:**

All providers must meet qualifications set in the Michigan Medicaid Provider Manual, including: must be at least 18 years of age; able to prevent transmission of communicable disease; able to communicate expressively and receptively in order to follow individual plan requirements and beneficiary-specific emergency procedures, and to report on activities performed; and in good standing with the law (i.e., not a fugitive from justice, a convicted felon who is either under jurisdiction or whose felony relates to the kind of duty to be performed, or an illegal alien). Licensed professionals must act within the scope of practice defined by their licenses.

This position will be knowledgeable of, advocate for, and actively support: 1) culturally competent, recovery-based practices, 2) a family-driven and youth-guided approach to service delivery for children and their families; and 3) a trauma informed culture of safety to aid individuals in their recovery process. To support this, lived experiences with behavioral health issues is desired.

### **EDUCATION, CERTIFICATES and/or EXPERIENCE:**

1. Registered Nurse with Bachelor's Degree, Master's Degree preferred.
2. Nursing Licensure in the State of Michigan and have a minimum of 5 years of experience as registered nurse. Experience as a care manager preferred.
3. Background in performance improvement, quality, and population health preferred.
4. Must be credentialed as a Qualified Mental Health Professional (QMHP), Qualified Intellectual Disability Professional (QIDP), and Child Mental Health Professional (CMHP)
5. Must meet qualifications to maintain licensure regulated by the Michigan Department of Licensing and Regulation and NBHS's credentialing criteria.
6. Supervisory experience preferred.

### **LANGUAGE SKILLS:**

1. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations.
2. Ability to write reports, grants, business correspondence and procedure manuals.

3. Ability to effectively present information and respond to questions from groups of managers, consumers and the general public.

**MATHEMATICAL SKILLS:**

1. Ability to work with mathematical concepts such as probability and statistical inference.
2. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

**REASONING ABILITY:**

4. Ability to define problems, collect data, establish facts and draw valid conclusions.
5. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; climb or balance; and stoop, kneel, crouch or crawl.
2. The employee is regularly required to sit and talk or hear.
3. The employee must occasionally lift and/or move up to 50 pounds.
4. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The noise level in the work environment is usually moderate.
2. The employee is occasionally exposed to blood-borne pathogens.
3. The employee occasionally works near moving mechanical parts and in outside weather conditions and is occasionally exposed to fumes or airborne particles.
4. The employee is expected to travel throughout Northpointe's catchment area on a regular basis.

**CONFIDENTIALITY:**

The effectiveness of NBHS and its services is dependent upon confidential relationships with people. It is the policy of NBHS that all client related information shall be kept confidential according to Section 748 of Act No. 258 of the Privacy Acts of 1974. Employees shall not divulge information about other staff, clients or information contained in agency files, emails and records except to other employees who may need such information in connection with their duties.

**REQUIRED TRAININGS:**

The following Northpointe trainings are required for this position:

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| 1. Case Management               | Required within 30 days of hire                                  |
| 2. Children's Training           | 24 hours of training required annually.                          |
| 3. CAFAS and LOCUS               | Required within 6 months of hire. Biannual reviews required.     |
| 4. Clinical Documentation        | Required within 30 days of hire. Reviews as necessary.           |
| 5. Corporate Compliance & Ethics | Required within 30 days of hire. Annual reviews are required.    |
| 6. Customer Service I            | Required within 30 days of hire. Reviews as necessary.           |
| 7. Diversity                     | Required within 30 days of hire. Annual reviews are required.    |
| 8. Driver Safety                 | Required before driving an agency vehicle. Reviews as necessary. |
| 9. Drug Free Workplace           | Required within 30 days of hire. Reviews as necessary.           |
| 10. Harassment                   | Required within 30 days of hire. Reviews as necessary            |
| 11. Health and Medications       | Required within 90 days of hire. Annual reviews required         |
| 12. HIPAA                        | Required within 30 days of hire. Annual reviews required         |

13. Infection Control	Required prior to initial assignments to tasks where occupational exposure may occur. Annual reviews required
14. Medicare Parts C&D: Combatting Fraud, Waste & Abuse	Required within 30 days of hire. Annual reviews required
15. Medicare Parts C&D: General Compliance	Required within 30 days of hire. Annual reviews required
16. Nonviolent Intervention	Required within 3 months of hire. Annual reviews required
17. NorthCare Network Medicaid Basics	Required within 30 days of hire. Reviews as necessary
18. NorthCare Network Org. & Comp.	Required within 30 days of hire. Reviews as necessary
19. NorthCare Plan for Difficult Times/Advance Directives	Required within 30 days of hire. Annual reviews required
20. Organizational Determinations Appeals Grievance/MI Health Link	Required within 30 days of hire. Annual reviews required
21. PECFAS	Required within 6 months of hire. Biannual reviews required
22. Person Centered Planning/LEP	Required within 30 days of hire. Annual reviews required
23. Recipient Rights	Required within 30 days of hire. Annual reviews required
24. Safety	Required within 30 days of hire. Annual reviews required
25. Trauma Informed Care Level 1&3	Required within 30 days of hire. Annual reviews required

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Assists in the development of the BHH program to include policy/procedure, team development, and measuring of metrics.
2. Provides oversight to the BHH Team to ensure program requirements are followed.
3. Participates in the selection of strategies to implement evidence-based wellness and prevention initiatives.
4. Participates in training and collaboration regarding the BHH.
5. Participates in initial care plan development including specific goals for all enrollees.
6. Communicates with medical providers, subspecialty providers including mental health and substance abuse service providers, long term care and hospitals regarding records including admission/discharge.
7. Provides education in health conditions, treatment recommendation, medications, and strategies to implement care plan goals including both clinical and non-clinical needs.
8. Monitors assessments and screenings to assure findings are integrated in the care plan.
9. Facilitates the use of the Electronic Health Record (EHR) and other Health Information Technology (HIT) to link services, facilitate communication among team members and provide feedback.
10. Monitors and report performance measures and outcomes, and
11. Meets regularly with the care team to plan care and discuss cases and exchanges appropriate information with team members in an informal manner as part of the daily routine of the clinic.
12. Advocates for the rights of recipients at all times. Protect and promote recipient rights and comply with reporting requirements established by the Mental Health Code and procedures of the Community Health Services Board.

### **COMPETENCIES:**

1. Demonstrates ability to effectively access, link and coordinate services using a person-centered, multidisciplinary team process.
2. Demonstrates an understanding of the BHH, population health, and the integration of physical and behavioral health needs.
3. Demonstrates the ability to prioritize multiple tasks, meet required time frames and document activities in accordance with policies and procedures.
4. Demonstrates effective oral and written communication skills, be able to present information to a variety of professionals and the general public.
5. Demonstrates proficiency in microcomputer software necessary to perform job functions.
6. Demonstrates adherence to policies and procedures on confidentiality and consumer rights.

**JOB DESCRIPTION ACKNOWLEDGEMENT:**

I have received and reviewed this job description for Northpointe Behavioral Healthcare Systems. I fully understand my obligations and responsibilities as outlined herein.

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Employee Signature

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Date