



<b>Job Title</b>	Mental Health Care Navigator Supervisor	<b>FLSA Status</b> <b>DOL Status</b>	Non-Exempt Full-Time
<b>Program/Department</b>	Mental Health	<b>Supervisory Responsibilities</b>	Yes
<b>Reports To</b>	Senior Program Director	<b>CEO Approval Date</b>	07/15/2022
<b>Work Schedule</b>	Office Hours follow business hours and may vary with supervisor approval; may include occasional evenings and weekends.		

**Must pass required background check, and meet TB and Physical requirements**

### **POSITION OVERVIEW**

The Mental Health Care Navigator Supervisor serves as the lead Care Navigator for Mental Health services. This position is responsible for the development, implementation, and oversight of Care Navigator services within the agency as well as direct client support while supervising the Mental Health Care Navigators in program.

Mental Health Care Navigators support clients in the mental health program by identifying strengths, needs, barriers, and goals through individualized case management and behavioral health rehabilitative services. The Mental Health Care Navigator collaborates with other professionals and referral sources to support clients with relationship-focused, hope centered and trauma informed service delivery. The Mental Health Care Navigator utilizes appropriate systems and tools to assess, plan and deliver coordination of resources, services, and individualized education and support designed to identify client strengths and challenges, develop and meet established goals, and to support the overall well-being of the client and their family in cooperation with the assigned therapist. This position is also responsible for community outreach and engagement activities to assess need and build capacity for services throughout the community.

All employees and volunteers are expected to be sensitive to our client's cultural and socioeconomic characteristics, reflect sunbeam family services core values and to perform as sunbeam's standards of excellence at all times.

### **ESSENTIAL FUNCTIONS**

- Promote, encourage, and display examples of leadership for the agency in accordance with the agency's mission.
- Demonstrate capacity for providing developmentally sensitive, hope centered, trauma informed relationship-focused evidence-based/informed services and supports.
- Oversee the development and implementation of Care Navigator services, including direct supervision of staff within the program.
- Provide direct services including intake, screening, referral, and case management for identified mental health clients, assisting them in obtaining needed benefits and resources by engaging in ongoing hope centered and trauma informed goal setting and skill building, including, but not limited to: housing; employment; medical, mental health, recreation; social and family supports; nutritional information; medications, and childcare needs.
- Complete case management assessment in collaboration with client and therapist to identify support and guide client in goal setting while tracking progress towards the established goals in the treatment plan.

- Participate in interdisciplinary mental health activities, meetings and educational opportunities for clients and families in accordance with the community needs identified during outreach and engagement activities as well as assessing requests for services.
- Facilitate and attend regular meetings to engage in intentional and collaborative problem solving and resource connection with clients.
- Promote and enhance the overall health and well-being of clients through services provided.
- Establish and maintain regular communication with clients as a support and resource including collaboration with other team members.
- Responsible for the development, implementation, and facilitation of evidence based psychoeducational and rehabilitative groups, support groups, and development of support materials based on best practices.
- Accurately complete all record keeping, documentation, and reporting functions in a timely manner as required by program and/or agency policy utilizing the agency designated EHR or other designated reporting systems and ensure staff documentation is also completed in the same manner.
- Maintain established productivity requirements for direct client care and outreach activities while overseeing staff productivity requirements.
- Establish effective community relationships for referral sources as well as build and update an ongoing resource and referral resource manual.
- Document evaluation and follow-up processes of participants, trainings, and speaking presentations to track performance outcomes and community needs.
- Participate in, seek out community engagement, and outreach events to build program and service capacity in the communities served.
- Adhere to agency code of ethics and professional standards to ensure quality of service.
- Maintain confidentiality and positive community relationships.
- Comply with all requirement to maintain required BHCM certification.
- Represent Sunbeam in community collaborations and events as directed by supervisor.
- Promote culturally sensitive practice.
- Travel locally as required in the performance of responsibilities
- Perform other appropriate and related responsibilities as assigned by supervisor, Senior Program Director, Chief Program Officer, or Chief Executive Officer.

**JOB QUALIFICATIONS**

	<b>Minimally Required</b>	<b>Preferred</b>
<b>Education</b>	Bachelor's Degree in a behavioral health field, education, social work, or closely related field.	Master's degree in a behavioral health field, social work, or closely related field.

<b>Certification</b>	Current Behavioral Health Case Manager II (BHCM II) Certification through the Oklahoma Department of Mental Health and Substance Abuse Services	
<b>Experience</b>	Previous experience working as a Certified Behavioral Health Case Manager II (BHCM II)	One (1) year experience working as a Certified Behavioral Health Case Manager II (BHCM II)
<b>Skills Knowledge Abilities</b>	<p>Caring and compassionate attitude when interacting with and caring for children and families.</p> <p>Accepting interpersonal approach that reflects cultural sensitivity to the unique and diverse experiences of families served.</p> <p>Excellent command of English language and grammar, both verbal and written.</p> <p>Willingness to work with high-risk, low-income communities.</p> <p>Must exercise good judgment.</p> <p>Able to appropriately respond to stressful situations.</p> <p>Able to effectively and respectfully communicate in a manner that consistently demonstrates respect and concern.</p> <p>Intermediate knowledge of computer operations and applications and the ability to master other computer technology/software programs, as needed.</p> <p>Process, protect and exercise discretion in handling confidential information and materials.</p> <p>Excellent problem solving, time management, and organizational skills.</p> <p>Able to work as a cooperative and supportive interdisciplinary team member</p> <p>Sustained concentration to detail and accuracy, along with the ability to prioritize workload.</p> <p>Ability to provide direct case management, rehabilitative, psychoeducational, and group services.</p>	<p>Advanced computer database and Microsoft software application knowledge</p> <p>Bilingual Spanish/English speaking ability to interact with children and families from multilingual homes</p>

Bilingual staff must have the ability to effectively, accurately, and regularly communicate and translate conversations with families served by Sunbeam.

Valid Oklahoma driver's license and state required vehicle insurance for any vehicle used in performance of job duties

Local travel required plus work some evenings and weekends, as required by the job

## WORKING CONDITIONS

### Physical Demands:

While performing the duties of this job, the employee is required to frequently communicate with, supervisor, staff, families, and others, and must be able to exchange accurate information when doing so. Must be able to endure remaining in stationary position for extended periods (up to 50% of workday) and occasionally move about inside the office to access file cabinets, office equipment, attend meetings, etc. Must be able to communicate verbally with children. Occasionally must be able to move or lift up to 25 pounds at a time. Must be able to detect, discern, distinguish, observe, inspect and compare.

### Work Environment

The employee will work in office, school, and home environments. May work close quarters with other staff members, parents, and children. Frequent travel to other sites and facilities. The noise level in the work environment varies from quiet, moderate to loud depending on work setting. Some travel may require entering a family's home. Work environment cannot be predicted when entering a family's home. Employee must expect exposure to strong odors such as soiled diapers and clothes and poor hygiene.

### Vaccination

This position is subject to Sunbeam's Mandatory COVID-19 Vaccination Policy. All Sunbeam employees are required to be fully vaccinated against COVID-19, or have an approved exemption. Exemptions to the vaccine requirement will be considered for individuals with medical condition(s) that prevent them from being vaccinated and for individuals with sincerely held religious beliefs that prohibit them from being vaccinated, consistent with applicable federal and state law. Proof of Vaccination, as defined by Sunbeam policy, or an approved exemption is required for any employment effective on or after December 31, 2021.

### Other

The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. These statements are intended to describe the general nature and level of work performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel or candidate and may be subject to change at any time. Reasonable accommodations may be made to enable individuals to perform the essential functions.

**Sunbeam Family Services is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We are committed to fair and equal in all its employment practices for persons without regard to race, ethnicity, color, creed, age, gender, sexual orientation, gender identity or expression, pregnancy, religion, disability or degree thereof, national origin, domestic/marital status, political affiliation or**

**opinion, veteran status, HIV status, AIDS status, genetic information, and any characteristic protected by federal, state, or local laws.**

**SIGNATURE**

By signing this job description, the employee/candidate affirms that they possess the knowledge, skills, and abilities necessary to perform the essential functions of the job as stated above, with or without reasonable accommodation. It is also understood that employment with Sunbeam is considered “at will,” meaning that either Sunbeam or an employee may terminate the employment relationship at any time with or without cause or notice. This job description does not and is not intended in any way to create a contractual employment relationship. Sunbeam may also change this job description and the expected duties from time to time at its sole discretion.

Employee/Candidate PRINTED Name	
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Employee / Candidate Signature	
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Date:	
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