



Title: Patient Navigator

Position's Role Summary:

North Texas Behavioral Health Authority (NTBHA), based in Dallas, Texas, is responsible for developing a collaborative system of care for children, adolescents and adults with severe mental illness and other serious emotional disturbances, as well as those experiencing a substance use disorder. This position's actions and work must align with NTBHA values and goals, regulations, and policies and procedures, and meet all documentation standards and regulatory requirements.

NTBHA is seeking a person with excellent organizational and clinical skills to provide continuity of care coordination work through the NTBHA Utilization Management Department. The purpose of the Patient Navigator is to perform complex coordination work and assist in developing discharge plans, goals and objectives while eliminating barriers to effectively connect individuals with mental illness and/or a co-occurring disorders transitioning from crisis services to outpatient services. Navigators actively participate in staffings to determine best treatment for recovery. Work involves coordination and linkage activities to community-based services, including medical, social, educational, financial, and other appropriate supports that are consistent with the individual's recovery goals. This position may provide skills training, case management, and case monitoring while consumers transition to the community. Targeting identified individual risk and needs relative to reducing recidivism, hospitalization and/or homelessness will be central. Navigators collaborate and work effectively with internal departments, law enforcement, state and local hospitals, and community agencies and organizations. Requires cellular availability after hours and flexible work hours to meet program needs. Responsible for adherence to and compliance with NTBHA policies and procedures and state regularity codes.

Education, Training and Experience (including licensure and certification)

- Graduation from an accredited four-year college or university with a major in a social, behavioral or human service field is required. Master's degree in social work, psychology, human services, or counseling preferred. Preference given to Licensed Practitioner of Healing Arts (LPHA) and Qualified Credentialed Counselor (QCC).
- At least four years experience with direct care of persons with serious mental illness and/or substance use disorders. Preference given to experience in psychiatric crisis service settings.
- Experience participating as a member of a treatment team that develops and monitors treatment plans for persons with chronic & serious mental illness.
- Current knowledge of local community resources and social supports for homeless and indigent populations. Working knowledge of SOAR or other consumer benefits support programs.

Required Skills and Abilities:



- Work autonomously and to make decisions consistent with applicable rules, regulations, policies and procedures.
- Create, analyze, prepare, and maintain records, files, documents, reports, and correspondence.
- Recognize problems and identify and facilitate solutions. Knowledge of community resources, local indigent behavioral health systems and local authority/service coordination principles, objectives, standards and methods, and of program policies and procedures.
- Communicate effectively and use effective interpersonal skills to communicate ideas and complex concepts with individuals from diverse cultural and socio-economic backgrounds through oral and written communication.
- Constructively and efficiently work with other professionals and staff, community representatives, persons with disabilities, and family members.
- Foster strong, positive, and effective working relationships with inter-agency and intra-agency team members, encouraging and supporting interaction among various team members across organizational lines.
- Respect diverse views and approaches, and contribute in maintaining an environment of professionalism, tolerance, civility and acceptance toward all employees, patients and visitors.