

Behavioral Health Support Specialist

Job Description Example

Care Management/Case Management

- Review eligibility and admissions criteria with clients and verify appropriate pathways of care.
- Conduct comprehensive screening for mental and behavioral health conditions, including alcohol and drug screening. Interpret scores, share results with clients, and clarify client understanding of screening results.
- Gather client information using a biopsychosocial survey tool, review content with clients to clarify accuracy and share results with a licensed provider.
- In collaboration with the care team and client, develop whole health care plans consistent with a client's values, culture and goals.
- Connect clients to community-based co-providers of service, e.g., substance use treatment, specialty mental health, and medical care and explain purpose of referral to client.
- Maintain work standards to ensure compliance with DSHS Quality Assurance and Health Insurance Portability and Accountability Act (HIPAA) expectations.

Counseling Services

- Practice principles of motivational interviewing in client encounters to communicate hope and optimism with clients.
- Deliver up to date and engaging psychoeducation on behavioral health issues with individuals, families, and groups.
- Provide individual and group counseling services within scope of practice to assist clients in achieving more effective personal, social, educational and vocational development and adjustment.
- Engage in regular supervision to consult on client care management and treatment.
- Complete timely documentation of all encounters in the Electronic Health Record.

Core Competencies

- Address health equity by striving to engage patients who have experienced systemic inequities and employing inclusive language with patients and clients and patients.

- Engage in productive helping relationships by demonstrating non-judgmental, empathic, and trauma informed care.
- Be culturally responsive with clients and colleagues. Work to build relationships to best serve clients, regardless of cultural background, age, gender, literacy skills level or disability.
- When faced with multiple competing demands, possess the ability to triage and prioritize clients' needs and competing work assignments, so they are addressed in a timely manner.
- Be an adaptive, critical thinker capable of managing crisis and conflict through shared problem-solving.
- Practice evidence-based approaches to mental and behavioral healthcare and adjust treatment to client needs.
- Be compassionate with clients and advocate for organizational and community resources as needed.
- Integrate ethical principles from the helping professions into all client interactions and utilize an ethical decision-making model when faced with a dilemma.
- Be aware of personal limitations and consult with supervisor and colleagues for help when needed to protect the welfare of clients and the integrity of the organization.
- When faced with challenging work, possess the skill and ability to practice self-care to promote and maintain a healthy work-life balance.
- Be a life-long learner striving to grow and improve as a person and professional. Accept constructive feedback and be in the process of becoming a competent practitioner.

Education and Experience

- Education: Bachelor's degree in behavioral healthcare, psychology, social work, or related degree program that is approved by the Department of Health to deliver BHSS training and education.
- Experience: Paid or volunteer experience in human and social services. Supervised practicum and internship may count toward experience hours.
- Certification: BHSS Certification or Certification Eligible
- Special Requirements: Selected candidates may be required to pass a background check and obtain medical clearance.

Washington Administrative Code for BHSS: <https://app.leg.wa.gov/WAC/default.aspx?cite=246-821&full=true#246-821-405>