



Wellness Program Coordinator

Job Description

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| Date Posted: | 10/20/2021 |
| About North Marin Community Services | North Marin Community Services (NMCS) is a non-profit organization whose mission helps to empower youth, adults, and families in our diverse community. We serve 10,000+ people in need each year, providing comprehensive services to help people achieve well-being, growth and success. Join an organization dedicated to providing a supportive and professional working environment. Located in beautiful Novato/Marin County/CA, our workplace culture is driven by our five values: teamwork and collaboration, equity, excellence, integrity, and learning and continuous improvement. Visit www.northmarincs.org to learn about the impact of our services, and how you can make a difference in Novato. |
| Job Title: | Wellness Program Coordinator |
| Status: | Full time – 40 hours per week, non-exempt. Regular schedule Monday – Friday; some schedule flexibility required with occasional evening/weekend work. |
| Salary Range: | \$26 - \$27/hour (\$54,080 - \$56,160/year) DOE. Generous benefit package including medical, dental, and vision benefits, life insurance, earn up to 3 weeks PTO (mental/physical health and vacation) in your first year, 12 paid holidays, employee assistance program, up to 2% retirement employer match, and childcare discount. |
| Reports to: | Wellness Program Manager |
| Purpose: | The Wellness Program Coordinator serves to connect NMCS Mental Health program participants to internal and external resources, as well as provides administrative support to the NMCS Mental Health and Adolescent Health & Wellness programs under the guidance of the Wellness Program Manager, Clinical Director and Director of Wellness Programs. The Wellness Program Coordinator directly supports mental health clinicians in leading care coordination efforts including triage and intake assessments, assistance in scheduling appointments or other activities that support continuity of care, such as performing clinical case management activities, linking program participants with resources in the community, and referrals to higher levels of care. They will also help with billing, quality assurance efforts, and other administrative tasks, as needed. |
| Essential Functions: | <ul style="list-style-type: none">• Provides administrative support (60%) and mental health coordination (40%) for the Wellness Program, including the mental health department. Participates in weekly on-going meetings with MH Operations Team.• Mental health coordination includes:<ul style="list-style-type: none">○ Provision of telephone screening/interviews with program participants seeking mental health services through NMCS as part of initial triage and intake process.○ Conducting risk and safety assessments; makes referrals to community resources, as clinically indicated.○ Assisting program participants in navigating the mental health system of care, as well as providing appropriate linkages to various county and community agencies, based on need and availability.○ Scheduling program participants with mental health clinicians per protocol outlined in the Mental Health Program Manual, confirming appointments within 24 hours of appointment.○ Documenting all service contacts in a timely manner and maintaining case records in accordance with agency standards and requirements using NMCS' electronic records system (Apricot Social Solutions) and other data systems.○ Creating referral linkages with providers, community organizations and identify providers to implement community resources, health, and wellness events and/or educational programs that address barriers to care, resources and enhance knowledge, and ultimately impact healthier individual and family outcomes. |

- Assisting program participants with the completion of relevant paperwork with professionalism, diplomacy and advocacy.
- Cross-train with Wellness Program Manager on key administrative functions; serve as alternate as needed
- In partnership w/management, provide recruitment support for mental health clinicians at local graduate school career fairs and other recruiting events
- Provides administrative support to the NMCS Mental Health and Adolescent Health & Wellness programs including:
 - Assisting with collecting data and reporting using NMCS' electronic records system (Apricot Social Solutions) and other data systems.
 - Timely completion and submission of billing documentation to NMCS Accounting Department, including monthly Medi-Cal CMS forms and weekly auditing ensuring that self-pay billing standards are met.
 - Ensuring that all records strictly comply with policies, regulations, and HIPAA procedures, through regular chart auditing and quality assurance activities.
- Assisting in a variety of outreach support activities including but not limited to support groups and/or psycho-educational groups, community activities, and health fairs.
- Oversee social media outreach & education, in partnership with the wellness team
- Provide culturally-sensitive, trauma-informed services that acknowledges, respects, and integrates participants' and families' cultural values, beliefs, and practices.
- Participates in at least 4 hours of professional development training per year related to topics of DEI and other relevant subjects.
- Other duties as assigned.

Qualifications:

Required

- Bachelor's degree in Social Work, Human Services, Addiction Studies, Psychology, or related field OR minimum five (5) years of progressive behavioral health experience
- Fluency in written and spoken Spanish required
- Excellent customer service with a program participant focus; strong verbal and written communication skills
- Proficient in Microsoft Office Suite
- Ability to maintain professional boundaries with clients while building trust and respect using trauma-informed and culturally responsive practices

Preferred

- Significant experience working with immigrant communities; experience working with Black, Indigenous People of Color (BIPOC)
- Experience working with electronic health records and Medi-Cal

Other Requirements:

Job may include walking up and down stairs, standing, lifting and moving small items of up to 25 lbs. Candidate must pass a Live Scan background check and a pre-employment health exam including proof of vaccinations and TB test clearance (costs reimbursed). An applicant with a conviction, other than a minor traffic violation, including a misdemeanor and/or felony, will not receive background clearance. Maintain current CPR and First Aid Certification (willing to send to training).

To apply for this position:

Please submit your resume to hr@northmarincs.org
Bilingual/Bicultural individuals are encouraged to apply.

Equal Opportunity

North Marin Community Services welcomes and encourages all qualified candidates to apply – especially as we recognize that people bring experience and skills beyond just the technical requirements of a job. We also know that self-doubt can sometimes get in the way of stretching professionally, so if your experience is close to what you see listed here, please consider applying. We value our differences and respect everyone – regardless of race, color, religion, sex, gender identity or expression, sexual orientation, national origin, citizenship status, marital status, genetics, AIDS/HIV, medical condition, political affiliation, disability, age, status as a victim of domestic violence/assault/stalking, or military/veteran status. If you have a disability and need assistance and/or accommodation with applying for a job, please contact hr@northmarincs.org or 415-892-1643 ext. 224.