

Hill Country Mental Health and Developmental Disabilities Centers

819 Water Street, Suite 300 Kerrville, Texas 78028

www.hillcountry.org

Job Posting

Position: Mobile Crisis Outreach Team Recovery Coach

Job Location: Kerrville, Mental Health Clinic 500 Thompson Drive, Kerrville, Texas 78028

Non-Exempt Position

Group Step 17/6

Compensation: \$17.36 per hour / \$36,108 Annual

Position Summary

The Crisis Recovery Coach is a highly responsible service position. They will work with behavioral health clinic staff, other agencies, community organizations, individuals/families in services, and the general public. Provides and ensures that 24 hour on call crisis services is readily available. Delivery of services will be based on the needs of the community and individuals in need of crisis services. The Crisis Recovery Coach position is responsible for assessing specific needs and developing and implementing Person Centered Recovery plans that support individuals with mental illness in learning skills to reach their specified service outcomes and to attain/maintain individual recovery. Responsible for scheduling and carrying out individual rehabilitative services including daily living skills, symptom management, supported employment and supported housing. The Crisis Recovery Coach must provide timely and accurate documentation which supports diagnosis and outcome based services. This position collaborates with intra- and inter-agency staff to improve services for the community. The Crisis Recovery Coach exercises extensive independent judgment and does require flexibility in their schedule for day shift, after hours, and weekends. Maintain data, which will be used to plan and make projections for current and future services to meet outcomes, set by the state contract. Works cooperatively and collaboratively with communities and inter-agency staff. Responsible for providing at least 60 billable hours per month or 180 hours per quarter. No-show rates for ongoing services of less than 25% and staff kept appointment rates of at least 90%. Must provide collaborative and concurrent documentation which supports diagnosis and outcome-based services.

Team Development

Participates in an atmosphere of respect, interest and enthusiasm in the services provided
Maintains knowledge of metric goals specific to billable hour requirement

Work Behaviors

- Attends and participates in weekly/monthly staff meetings as required
- Meets accountability standards associated with Crisis On-call schedule
- Maintains comprehensive clinical documentation that meets Dept. of State Health Services standards and Texas Health and Human Services Commission standards
- Properly utilizes Collaborative Documentation and enters within specified timelines
- Comply with HIPPA and PHI to ensure confidentiality of all client information

Comply with all HCMHDDC policies and procedures

Education and Work Experience Requirement

- Bachelor's degree from an accredited college or university in social, behavioral or human services. Candidate must meet QMHP Credentialing Requirement
- Previous work experience in a team setting.
- 1-3 years of experience working in social services
- Experience w/ crisis assessments and intervention
- Experience with Clinical Documentation

Apply online @ www.hillcountry.org

Launa Miller, Human Resources Recruiter