



TOUCHSTONE
MENTAL HEALTH

JOB DESCRIPTION **REGISTERED NURSE**

Program: Care Coordination
Reports To: Care Coordination Clinical Supervisor

Classification: Exempt
FTE: 1.0

Position Summary

The role of the Registered Nurse is to work in partnership with the other members of the Care Coordination Blue Cross Blue Shield team to address the physical health, mental health and overall well-being needs of assigned clients. The primary responsibilities of this position will be to evaluate the effectiveness of current health care services, provide recommendations, communicate with providers, and facilitate successful discharge and transition between the hospital, clinic, and community settings. This position will be largely telephonic but will include inpatient or clinic visits as well as in home visits depending on the client's living situation.

Essential Job Functions

Agency

- Maintain the vision, mission and values of Touchstone Mental Health (TMH).
- Remain up-to-date regarding the various programs of TMH.
- Remain up-to-date regarding agency policies and procedures and perform all functions in accordance with TMH policies and procedures.
- Provide the highest quality of customer service consistent with TMH's values and standards.

Supportive & Motivational Client Relations

- Establish supportive, motivational and therapeutic relationships with clients, ensuring an atmosphere of safety, security and responsible mental health care.
- Assist clients in understanding and management of mental health issues. Provide behavioral management interventions, as needed. Address co-occurring chemical health concerns.
- Coordinate delivery of services to effectively address client needs. Assist in accessing and navigating social and healthcare services.
- Assist clients and providers in managing the client's transitions of care between home and care settings for medical or psychiatric health.
- Review clients' knowledge of and compliance with medications and provide health education to assist in managing symptoms of their illness.
- Evaluating the effectiveness of psychiatric and medical services and provide additional coordination, advocacy or intervention as needed.
- Providing referrals for services, supporting clients in successful admission and discharge planning, administering medications and responding to crisis.

Program Administration

- Collaborate and consult with team regarding initial comprehensive assessment and individual plans of care to ensure clients' needs and service desires are identified. Make recommendations to team.
- Establish effective ongoing relationships with community providers including clinics, pharmacies, hospitals and prescribers.
- Perform assessment for medication side effects and drug interactions as needed.
- Keep current on developments in medications and health care related to mental illness and train staff.
- Ensure medications are handled according to licensing standards and statute requirements and are administered safely, and effectively, including the accuracy of medication dosages. Monitor standards and compliance issues as needed.
- Utilize the formal and informal decision making structures within the organization and in the field to achieve goals.
- Provide crisis intervention services for clients and support the crisis intervention work of other team members.

Program Team Member

- Develop and demonstrate a set standard of personal expectations for excellence in quality and quantity of work.
- Demonstrate the ability to build relationships and work cooperatively with others, be part of a team, express positive attitudes and expectations of others, build team commitment by promoting good working relationships regardless of personal likes or dislikes, and sustain professional contacts for the purposes of networking within the team and the field.
- Identify staff training needs and implement training opportunities. Provide consultation, guidance and instruction to staff regarding matters pertaining to client health, including medications.

- Participate in team meetings and processes for communication concerning clients.
- Follow established program and agency protocols, policies and procedures, including documentation. Provide team with thorough, timely, legible, accurate, objective information. Provide input for client care plans. Collaborate with staff regarding client goals and objectives.
- Maintain an underlying curiosity and desire to know more about things, people or issues, including the desire for knowledge and staying current with health, organizational, industry and professional trends and developments.
- Utilize best practices in facilitation, conflict resolution, and meeting management when conducting productive and goal-oriented group interactions.
- Participate in creating an overall positive community atmosphere with other staff and clients.
- Complete required trainings, both upon hire and annually.

Other Duties

- As assigned.

Physical Requirements

The work of this position entails the use of standard office equipment. The work of this position requires that the incumbent be able to see, hear, speak, read and write English clearly in order to ensure client welfare and development. This position requires the ability to drive an automobile on a daily basis. This position will also be approved to use agency vehicles. The incumbent must be able to remain in a static position, perform repetitive motions, and drive up to 2/3 of the hours worked; climb stairs, walk, and use fingers, up to 1/3 of the hours worked.

Qualifications

Education and Experience

- Licensed, registered nurse in the state of Minnesota
- A Bachelor’s degree or higher in nursing from an accredited school.
- Experience working with adults with a serious and persistent mental illness required.
- Experience or knowledge of chemical dependency issues for adults with mental illness preferred.

Other Requirements

- Ability to maintain a clean driving record, a current driver’s license, and auto insurance coverage meeting Touchstone Mental Health policy limits.

Knowledge, Skills and Abilities

- Ability to intervene appropriately in crisis prevention and de-escalation when necessary.
- Knowledge and ability to facilitate groups.
- Commitment to understanding others by genuinely seeking to know people as individuals, understand different points of view by gaining the insights of others, and cultivate cross-cultural sensitivity.
- Demonstrated ethics, sound professional practice, social accountability and community stewardship. Ability to act openly and honestly and promote organizational integrity.
- Ability to act confidently within one's role and own abilities and to take on challenging assignments.
- Awareness of one's own strengths and development needs, and ability to seek feedback routinely on performance.
- Ability to understand a situation by breaking it into smaller pieces, identifying barriers or obstacles to address current or future problems or opportunities.
- Ability to speak and write in a clear, logical and grammatical manner in formal and informal situations.
- Ability to be flexible in meeting scheduling needs.
- Ability to maintain confidentiality of client information and appropriate boundaries.
- Familiarity with Microsoft Office suite, particularly Microsoft Outlook.

The above statements are not intended to encompass all functions and qualifications of the position. Rather they are intended to provide a general framework of the essential requirements of the position. Job incumbents are required to perform other functions not specifically addressed in this job description.

Signature

Date