



Position Title: RN, Behavioral Health
Reports To: Manager, Transition of Care
Division: Q Point
Department: Care Coordination
Classification: Exempt
Revision Date: December 21, 2018

Position Summary:

Equality Health is an Arizona-based population healthcare company focused on improving care delivery for underserved populations through culturally-sensitive programs that improve access, quality, and patient trust. Our mission is to ensure diverse populations receive quality healthcare that improves and enriches their lives. We have developed our product portfolio around centralized technology, services and network designs intended to organize a better healthcare delivery system for cultures that have struggle with integrating into the tradition one-size-fits-all U.S. healthcare system.

The RN, Behavioral Health is primarily responsible for leading transition care based on structured assessments and sound clinical judgment. This individual evaluates care for specific patient populations, identifying cultural and ethnic requirements in the nursing process of assessment, planning, implementation and evaluation. He/she is passionate about improving outcomes for patients and committed to improving healthcare delivery and alleviating disparities and experience with a variety of behavioral and substance use conditions.

Equality Health designates this position as safety-sensitive and a position that includes tasks and duties that Equality believes could affect the safety or health of the employee performing the job or others.

Responsibilities:

- Assess members at various sites including hospital and medical centers, psychiatric facilities emergency departments, private homes, and clinics and post-acute facilities
- Perform structured assessments including quality of life, physical, mental, substance use, spiritual, cultural, social and health literacy
- Conduct member interviews and review member charts; document health status and barriers to care; determine coping mechanisms
- Document assessments and activities in designated formats
- Create individualized member and family-compatible care plans after completion of assessments; reassess and revise plan of care as needed
- Communicate plans with primary care, behavioral health and pain management providers as appropriate; communicate with caregivers or family with member consent
- Monitor execution of care plans; create and track follow-up appointments; collaborate with other care team members in planning and carrying out care plans
- Assist primary care and pain management providers in delivering medical and behavioral resources to members with chronic medical and/or mental health conditions
- Assist the multi-disciplinary team during treatments and diagnostic procedures

- Implement behavioral management interventions to defuse and de-escalate agitated or distressed members, caregivers and family in crisis
- Respond rapidly and effectively during any emergency, managing self, members and other employees
- Participate in member and family education related to drug and food interactions; promote self-efficacy and self-management plans
- Refer members to community programs and services; recognize and utilize health teaching opportunities and available resources or materials
- Engage member and family in a culturally competent manner
- Meet regularly with clinic providers and with Behavioral Services leadership
- Regional travel (up to 80%) within the metro Phoenix area via personal automobile

Required Knowledge, Education & Experience:

- Associates degree in Nursing required; Bachelor's degree is preferred
- Minimum two (2) years nursing experience in hospital or home health nursing; ideal experience will include outpatient care for community mental health
- Minimum one (1) year of experience in a behavioral health setting
- Active and current RN licensure from the AZ State Board of Nursing
- Demonstrated knowledge of nursing policies, procedures, protocols, treatments, standards of care and the Nurse Practice Act (NPA)
- Proficient using Microsoft Office applications and Internet/Intranet resources
- Ability to receive and maintain DPS Level 1 Fingerprint Clearance Card and BLS/CPR certification within 30 days of hire
- Must have current AZ driver's license and be able to pass a DMV background check

Highly Preferred Skills, Abilities & Qualifications:

- Bilingual; able to read, write, and speak Spanish and English proficiently
- Knowledge of medications, particularly psychotropics, and their indications, common side effects, reactions and interactions of medications prescribed
- Experience working with a diverse population and a strong understanding of multicultural issues
- Demonstrated knowledge and experience with crisis intervention techniques
- Excellent verbal, written and interpersonal communication skills
- Able to perform duties with minimal supervision in rapidly changing environments
- Experience with care coordination and case management

Physical Requirements:

- Must be able to travel via personal vehicle to multiple locations each workday
- Comfortable using keyboards, mouse, tablet and other electronic and portable devices for documentation; frequent screen reading
- Walking, standing, sitting, lifting 15 lbs. frequently
- Must be able to perform patient assessments in private homes, which may have allergens or odors such as pet dander or tobacco smoke