

Northeast Guidance Center
COPE Specialist – F/T & P/T (actively seeking applications)

Facility/Department: Community Outreach for Psychiatric Emergencies (COPE)

Reports to: COPE Coordinator

Exemption Status: Non-Exempt

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

The COPE Specialist shall have, at minimum, a Master's Degree from an accredited college or university, specializing in psychology, social work, or guidance and counseling. Must be fully licensed as an LMSW, LLP or LPC by the State of Michigan and maintain licensure. ***Limited licensure considered for those employees whose job responsibilities do not include pre-admission reviews.***

Must have MCBAP SUD credentialing or a Development Plan in place.

In addition to documented educational training, the COPE Specialist shall have provided direct treatment services to adults in a behavioral health inpatient or outpatient setting for not less than 18 months, of which at least 6 months' time was spent working with adults with co-occurring disorders.

Position Prerequisites:

- He/she shall demonstrate critical knowledge of diagnostics, psychopharmacology, and supportive treatment approaches as applied to a severely mentally ill (SMI) adult population.
- He/she shall demonstrate knowledge of the identification and treatment of co-occurring mental health and substance abuse disorders.
- He/she shall show a commitment to the Recovery Model.
- He/she shall have strong verbal communication skills.
- He/she shall have a working knowledge of community resources.
- He/she must possess a valid driver's license, proof of current automobile insurance and meet the Employer's minimum driving competency standards.
- He/she must have or be eligible for and obtain a State of Michigan Chauffeur's license within seven (7) days of offer of employment.
- He/she must demonstrate knowledge of Wayne County's mental health system.
- He/she must possess basic computer skills to perform job duties.
- He/she must have basic electronic communication and internet skills to gather information required for the program and program participants.

ESSENTIAL JOB RESPONSIBILITIES

Technical:

Community Liaison

- Engage with community stakeholders, e.g., ER staff, AFC providers, community clinic staff, etc. prior to and during the consumer assessment process to facilitate effective and efficient usage of COPE services.

Level of Care Determination

- Apply medical necessity criteria meeting level of care criteria consistently.
- Initiate communication with COPE psychiatrist in cases where LOC criteria is unclear.

Facilitation of Treatment Engagement

- Utilize motivational interviewing and or other engagement/communication tools and techniques to motivate consumers and their family /significant others to trust and participate in the COPE service.
- Utilize knowledge of the community's behavioral health services networks to assist consumers in obtaining services that suit his/her individual medical, psychiatric and social support needs.
- Complete initial/intake information/assessment and enter into EHR.
- Lead the coordination of information gathering between self and COPE Peer Support Specialist to attain coordination of care information pertinent to determining level of care determination criteria.

Developing a Safety Net

- Ensure the development of individual participant Crisis Plans within 24-hours of admission in to COPE.
- Establish team oriented intervention plan and initiate contact to participants not responding to Peer Support initiated contacts.
- Ensure participants are informed of support and emergency services available.
- Works with the Peer Support Specialist to ensure that urgent/emergency resources to meet basic needs to facilitate likelihood of a successful COPE outcome, e.g. emergency support contacts, food, shelter, clothing, financial services, etc. have been accessed/linked.

Treatment Planning and Progress Notes/Reviews

- Ensure a comprehensive assessment of each individual needs and wants that includes a documented PCP pre-plan.
- Ensure community treatment provider of COPE participants is notified within 24-hours of admission.
- Facilitate inclusion of community treatment provider in the development of the COPE Treatment Plan.
- Ensure completion of Treatment Plan within 48-hours of admission.
- Ensure Treatment Plan problem areas, goals, and objectives address the consumer's DSM diagnosis, the precipitating event to the crisis and future prevention, and areas identified on the bio-psychosocial assessment, including but not limited to, personal and environmental safety, relapse or de-compensation potential, child and family strength, and individual needs.
- Ensure the completion of a Treatment Plan Review(s) as clinically indicated and not greater than every 14 days of admission in the COPE service.
- Inform consumer of local dispute resolution process at the time of each Treatment Plan and TPR.
- Demonstrate ability to observe, evaluate, accurately document and report facts.
- Demonstrate ability to meet strict reporting/documenting deadlines.

Discharge Process

- Ensure a comprehensive assessment of each individual needs and wants that includes a documented PCP pre-plan.
- Formulate criteria for discharge with consumer at the time of the development of the treatment plan, including anticipated date for planned discharge.
- Update changed discharge criteria on the TPR, as needed.

- Ensure post discharge follow-up is completed to ensure engagement in community behavioral provider services.
- Discharge consumers with no contact for 15-days.
- Provide written notification to Medicaid recipients of intent to terminate services via an Advanced Action Notice.
- Complete Discharge Summary within 7-days of discharge date.
- Include summary of TP goals/objectives achieved/not achieved in discharge summary.

Ongoing

- Ensure 3 face-to-face encounters of the COPE Team, or minimally by a team member, within 72 hours of admission to COPE.
- Coordinate appointments with COPE psychiatrist and other programs/services, as applicable.
- Provide consumer and self-initiated outreach services to program participants.
- Maintain a working knowledge of community resources.
- Demonstrate organizational skills and ability to work with multiple consumers with high level needs simultaneously.
- Transport or ensure transportation is arranged for consumers, as needed, to community-based supportive, adjunctive services.
- Demonstrate ability to meet timeliness and quality of service requirements.
- Report any change in clinical condition/or participant at-risk behavior of participant Coordinator/Psychiatrist immediately.
- Consult with psychiatrist or nurse upon the identification of a non-emergent medical condition.
- Monitor substance use via Urine Drug Screens, as indicated.
- Ability to use Word, email, internet navigation, and the assigned EHR at a level to meet efficient daily operation's needs, with demonstrated ability to learn new computer software programs.
- Document services per Employer policy and procedure, with legible entries, using only approved abbreviations and error correction processes per policy.
- Adhere to all policies and procedures as outlined in the Policy and Procedure Manual of the Employer.

Interpersonal:

- Work effectively as a team member.
- Participate in meetings as scheduled to contribute status and related coordination of service needs.
- Maintain collegial, cooperative relationships with peers, supervisors and other staff. Maintain professional conduct in community.
- Demonstrate ability to speak, facilitate small group discussions, and write clearly, accurately and effectively for a range of audiences and purposes.
- Report all Recipient Rights complaints and knowledge of potential complaints to the Employer's assigned designee within 24 hours of said knowledge.
- Ability to be flexible with changing work settings and assignments.
- Follow all directives provided by Administrator of Crisis Services/Employer designated Program Manager/COPE Coordinator.
- Evaluate community surroundings for safety before entering any buildings.

Critical Thinking:

- Able to analyze information, use sound judgment and make independent decisions in specific areas of responsibility.
- Ability to work independently with minimal direction and respond to written and oral direction.
- Use insight and good judgment, to effectively respond to changes, emergencies and complex, urgent situations.
- Maintain flexibility in work schedule to ensure program staff coverage to meet program's required performance standards.
- Inform COPE Coordinator of potential at-risk situations promptly.
- Maintain flexibility in work schedule to ensure program staff coverage to meet consumer needs.
- Evaluate community surroundings for safety before entering any buildings.
- Report to COPE Coordinator all referred clinical cases that are outside the scope of your expertise, experience, or in which counter transference issues might jeopardize the consumer's clinical outcome.
- Maintain confidentiality per federal guidelines and the policy and procedures of the Employer.

Physical Requirements

- Must have adequate visual acuity to interact with the Electronic Health Record System (EHR) and accurately input data.
- Will need to move about up to 50% of work shift either on-site or in the community.
- Must be able to remain in a stationary position up to 50% of work shift.
- Occasionally must be able to move up to 20 pounds from one location to another.
- Must be able to transport self in the course of the shift and consumers as needed to community-based supportive adjunctive services.
- Regular and reliable attendance and punctuality is required.

CORE BEHAVIORAL EXPECTATIONS

Adaptability: Ability and attitude toward adjustment to and implementation of work environment changes.

Integrity: Analyzing and handling work responsibilities and challenges with honest and ethical behavior.

Teamwork: Ability to work well and cooperate within a group of employees at all levels (colleagues, subordinates, managers/executives); interest in helping to achieve team and/or facility goals.

JOB-SPECIFIC BEHAVIORAL EXPECTATIONS

1. **DELEGATING RESPONSIBILITY:** Allocating decision-making authority and/or task responsibility to others to maximize organization and individual effectiveness.
2. **INFLUENCING OTHERS:** Using appropriate interpersonal styles and methods to inspire and guide individuals; gaining acceptance of ideas and plans.
3. **DECISION MAKING:** Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.

SETTING PRIORITIES: Ability to distinguish between and manage, in order of importance, specific tasks and responsibilities.

CONTINUING EDUCATION TRAINING REQUIREMENTS

- Provide results of annual TB test and new hire health status confirmation statement.
- Complete all Employer required training.
- Complete all VCE trainings required of a Qualified Mental Health Professional.
- Complete annual Employer Safe Driving Training.
- Complete Employer Non-Physical Crisis Intervention training
- Complete and maintain current First Aid/CPR certification
- Complete 24 hours of documented annual training/continuing education that is pertinent to the duties of the Cope Specialist and COPE.

EMPLOYEES ARE RESPONSIBLE AND ACCOUNTABLE FOR:

- Compliance with all workplace policies and procedures.
- Identification and timely reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace.
- Correct utilization of appropriate personal protective equipment.
- Immediately reporting to management any questions and/or concerns regarding ethics or corporate business practices.

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, and responsibilities required of employees assigned to the role.

Northeast Guidance Center
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