

**POSITION TITLE:** Clinical Support Coordinator

**PRIMARY SUPERVISOR:** Director of Outpatient Services

**DEPARTMENT:** Outpatient/Mental Health

**SUPERVISES:** None

**STATUS:** Exempt

**SALARY RANGE:** Beginning salary will be commensurate with education and experience, and based on appropriate industry standards.

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**POSITION DESCRIPTION:** The Clinical Support Coordinator ensures timely and appropriate provision of mental health services to client referrals by assisting with screening, assessment, and admissions triage. This position also serves as liaison to agency contracted programs and coordinates program admission, enrollment tracking, and disenrollment. This person assists in determining appropriate admission program and assists in addressing clinical matters with designated treatment teams, supervisors, and outside program liaisons. The Clinical Support Coordinator assists to insure a seamless intake process. This person may conduct extensive phone screening, link referrals to other resources when appropriate, and communicate pertinent information to other departments. This position may carry a small caseload as needed.

**REQUIREMENTS & QUALIFICATIONS:**

- Master's Degree or higher in Psychology or related field
- Licensed or registered with the BBS (MFT, MSW, Counseling Psychology or BOP-registered or Licensed Psychologist)
- **Bilingual English/Spanish is highly preferred**
- Strong clinical assessment and triage skills
- Strong client relationship skills
- Good organizational and communication skills as well as time management
- Must be detailed oriented
- Communication skills that support translating clinical treatment concepts to clients and caregivers
- Must have two or more years of experience in psychologically assessing clients for mental health service needs
- Must be able to identify clinical risks and respond appropriately
- Ability to complete written assessments in a timely manner
- Must be familiar with required Medi-Cal, County DMH, and MHSA documentation/service requirements, including definition of Medical Necessity
- Familiarity with basic Medi-Cal eligibility requirements for mental health services

**DUTIES & RESPONSIBILITIES:**

**All of the responsibilities listed below are considered essential functions of this position. Additionally, this position is expected to ensure adherence to the core operating values and the strategic direction of the agency.**

1. Maintain standards of confidentiality
2. Ability to manage multiple, competing priorities successfully with minimal guidance
3. Ensure referral and admissions process is maintained to agency and contractual standards
4. Provide biopsychosocial assessment and determine mental health service needs

5. Familiarity with Intensive service provision standards relating to the DMH contracted programs
6. Maintain positive work relationships in a respectful and collaborative manner
7. Maintain good communication to ensure others have necessary information
8. Sensitivity to working with culturally diverse population
9. Good verbal/written skills
10. Good computer literacy skills; utilize computer applications in a Windows environment such as Microsoft Word and Excel
11. Maintain DMH referral channels such as SRTS, VANS systems and provides community referrals as necessary in a warm hand-off manner as necessary
12. Open mental health clients into Department of Mental Health Integrated Behavioral Health Information System (IBHIS) as needed
13. Attend regularly scheduled agency wide meetings, community meetings as assigned
14. Obtain referral information and enter clients into electronic health record system (EHRS)
15. Conduct all functions in accordance with Agency guidelines, policies and procedures
16. Comply with applicable professional licensing or certification requirements and ethics
17. Arrange work schedule to the benefit of the program with Supervisor approval
18. Perform other duties that may be necessary or in the best interest of the agency

**EQUIPMENT OPERATED:** Computer, telephone, fax, copier, and automobile.

### Confidentiality and Privacy

Adheres to all legal parameters for ensuring and maintaining clients' confidentiality including HIPAA, State and Federal laws.

### Knowledge, Skills and Abilities

Analytical Ability	Teamwork	Problem solving	Quality Management
Technical Skills	Interpersonal Skills	Excellent oral & written communication	Delegation
Business Acumen	Professional Demeanor	Strong Ethics & Judgment	Motivational skills
Must be adaptable	Excellent Attendance & Punctuality	Dependable	Takes initiative
Time Management	Leadership	Flexibility	Enthusiasm
Appreciation of Diversity	Organizational skills	Detail oriented	Professional Appearance and demeanor



*The statements contained herein describe the scope of the responsibility and essential functions of this position but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas.*

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The Village Family Services (The Village/TVFS) is an internationally accredited, leading bilingual family wellness organization that provides culturally sensitive, trauma-informed mental health, homeless and foster care services to thousands of Los Angeles County's most vulnerable and underserved children, youth, and their families. We specialize in helping LGBTQ and transition age youth who are in crisis and are recognized for our community response for ending youth homelessness.

***To apply, please email resume along with cover letter to [hr@thevillagefs.org](mailto:hr@thevillagefs.org) with subject line Clinical Support Coordinator.***