

UW HEALTH JOB DESCRIPTION

Behavioral Health Triage and Training

Job Code: 840018A, 840018B	FLSA Status: Exempt	Mgt. Approval: G. Rogers	Date: June 2023
Department: Behavioral Health		HR Approval: M. Grayson	Date: June 2023

JOB SUMMARY

Under the direction of Behavioral Health leadership, the Behavioral Health Triage and Training is responsible for providing specialized training on best practices to support clinical practice and triage. This role works closely with Ambulatory Access and Department of Psychiatry leadership to coordinate triage of new referrals and transfer cases within specialty care services in ambulatory clinics. The Behavioral Health Triage and Training is responsible for support, coverage, and coordination of the activities of other clinical reviewers on the Behavioral Health Review Team.

This position is a secondary administrative appointment as Behavioral Health Triage and Training with .5 FTE of the position devoted to administrative duties and the remainder to maintaining clinical practice; including acting as Clinician on Duty for the Review Team, as needed.

MAJOR RESPONSIBILITIES

- Design, plan, and deliver workflows that improve the accuracy and efficiency of clinical training and triage.
- Train new members of the Clinical Review Team on existing workflows and best practices consistent with the needs of Behavioral Health and the healthcare system.
- Provide feedback to Supervisors regarding needs that arise through contact with clinicians, with recommendations for additional skill-building.
- Perform triage responsibilities, reviewing patient requests for services and transfers and making recommendations about treatment disposition.
- Provide appropriate intervention with patients experiencing crises, including appropriate risk assessment, de-escalation, referral, and follow up as needed.
- Supervise in training clinicians who are providing urgent assessment and crisis intervention, as needed.
- Communicate with clinicians to enhance continuity of care and to ensure safe and timely patient care when urgent needs arise.
- Collaborate with primary care physicians and others referring to Psychiatry services.
- Maintain a regular caseload of patients by providing clinical services including assessment, treatment planning, and intervention as relevant for the area of practice.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	See table below
	Preferred	
Work Experience	Minimum	<ul style="list-style-type: none"> • Three (3) years of experience providing evidence-based treatment for a variety of mental health conditions
	Preferred	<ul style="list-style-type: none"> • One (1) year of experience with clinical triage • One (1) year of experience with assessment of acute mental health crisis and crisis intervention
Licenses & Certifications	Minimum	See table below
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Strong interviewing and assessment skills • Demonstrated success in working with a culturally diverse patient population and community • Demonstrated ability in managing stress and crisis situations • Knowledge of resources appropriate for patient crisis • Excellent clinical judgment and ability to match patient clinical presentation with the appropriate intervention • Ability to work independently • Ability to maintain a high level of confidentiality • Professional demeanor • Demonstrated training capability, including design for adult learners • Demonstrated ability to work well with a wide range of individuals and is responsive to needs, a team player • Demonstrated success in the development and practice of brief therapy approaches • Skilled in the use of outcome measures to support planned, brief treatment

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AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)	x	Adolescent (13 – 19 years)
x	Toddlers (1 – 3 years)	x	Young Adult (20 – 40 years)
x	Preschool (4 – 5 years)	x	Middle Adult (41 – 65 years)
x	School Age (6 – 12 years)	x	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
x	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:			

EDUCATION AND LICENSES/CERTIFICATIONS

Behavioral Health Provider	Job Code	Education	Licenses/Certifications
Clinical Psychologist Senior Clinical Psychologist Clinical Health Psychologist Senior Clinical Health Psychologist Clin Health Psychol Peds Pain	840018A	Doctor of Philosophy (Ph.D.) or Psychology (Psy.D.) in Clinical Psychology or related field	<ul style="list-style-type: none"> • Licensed as a Psychologist in Wisconsin (PhD, PsyD) • CPR/BLS
Mental Health Clinician	840018B	Master's degree in Social Work, Psychology, or Counseling	<ul style="list-style-type: none"> • Licensed in one (1) of the following: <ul style="list-style-type: none"> ○ Licensed Clinical Social Worker (LCSW) ○ Licensed Professional Counselor (LPC) ○ Licensed Marriage and Family Therapist (LMFT) • CPR/BLS

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.