



940 SE CARY PKWY, STE. 200.
CARY, NORTH CAROLINA 27518
(919) 859-9991

Western Wake Pediatrics is an established, physician-owned, pediatric and adolescent primary care office that has been a part of the Cary community for over 30 years. We are seeking a behavioral health care manager to join our dynamic, smart, and fun team. We serve diverse patients ages birth to age 22 with a range of socioeconomic backgrounds, including approximately 30% with Medicaid insurance.

Our behavioral health care manager (BHCM) is an integral part of our Collaborative Care Model (CoCM). The Collaborative Care Model focuses on providing mental health support within the primary care (doctor's office) setting. The BHCM works directly with patients and families by providing screening, brief evidenced-based treatments, and care coordination. Our BHCM is responsible for supporting and coordinating the mental health care of patients on an assigned patient caseload with the patient's primary care provider (PCP). Once weekly, the BHCM discusses patients on the caseload with our consulting psychiatrist. The BHCM is a fully integrated member of our interdisciplinary team, which includes the patient's PCP, consulting psychiatrist, and the larger primary care team. We offer a supportive work environment where you can grow your career. **This is a full-time position with hours of Monday through Friday 8am-5pm. There are no weekends or evenings required, no on-call responsibilities, and no hospital work.**

Applicants required to have one or more of these North Carolina licenses: Licensed Clinical Mental Health Counselor (LCMHC or LCMHC-A), Licensed Clinical Social Worker (LCSW or LCSW-A), Licensed Marriage and Family Therapist (LMFT or LMFT-A), or Registered Nurse (BSN recommended) with mental health experience.

Job Summary: The BHCM is responsible for providing direct, brief, evidence-based behavioral patient care for children and adolescents with mild to moderate behavioral health needs as identified by evidenced based screening tools and referred by the PCP into CoCM at the office. CoCM is a treat-to-target model with patients engaged with the BHCM for typically 3-6 months and/or referral to specialist mental health in the community for those not appropriate for CoCM. The BHCM will administer evidence-based screening tools, provide solution focused and brief motivational interviewing, behavioral activation or problem-solving sessions, documentation in an electronic medical record and in a registry to support and coordinate the mental health care of referred patients with the patient's medical provider. When appropriate, the BHCM will work with families to refer to community specialty mental health providers.

Applicants must have:

- Pediatric and adolescent experience.
- Comfort working with families and coordinating care with the medical team as well as the consultant psychiatrist.
- Demonstrated ability to collaborate and communicate effectively in a team setting.
- Ability to maintain effective and professional relationships with patient and other members of the care team.
- Experience with screening for common mental health and behavior issues in children and teens.
- Working knowledge of differential diagnosis, assessment, and treatment planning of common pediatric and adolescent mental health conditions (depression, anxiety, ADHD, ASD).
- Ability to effectively engage patients in a therapeutic relationship, when appropriate.
- Experience with evidence-based psychosocial treatments and brief behavioral interventions for common mental health disorders, when appropriate (e.g., motivational interviewing, problem-solving treatment, behavioral activation).
- Ability to establish rapport quickly and to communicate effectively with patients, family members and providers.
- Basic knowledge of psychopharmacology for common mental health disorders that is within appropriate scope of practice for type of provider filling role.
- Working knowledge of eClinicalWorks EHR or willingness to learn. Tech-savvy preferred.
- Excellent customer service, organization, and communication skills.
- Detail oriented ability to multi-task, prioritize effectively, and work independently and as part of a team.
- Although we have a phone interpretation service for over 240 languages, a bilingual English/Spanish speaker is preferred.

DUTIES AND RESPONSIBILITIES

- Closely coordinate care with the patient's PCP and, when appropriate, other mental health providers. The position is an extension of the PCP's care and coordination of their patient's health care needs.
- Screen and assess patients for common mental health concerns after referral from and collaboration with the PCP. Facilitate patient engagement and follow-up care.
- Provide patient education about common mental health concerns.
- Provide brief behavioral interventions using evidence-based, solution-focused techniques such as behavioral activation, problem-solving treatment, motivational interviewing, or other treatments as appropriate. Create and implement integrated care plans and develop longer-term treatment plans for patient when indicated.
- Systematically track treatment response and monitor patients (in person or by telephone) for changes in clinical symptoms and treatment side effects or complications.

- Support mental health medication management as prescribed by medical providers, focusing on treatment adherence monitoring, side effects, and effectiveness of treatment.
- Facilitate outside referrals to evidence-based psychosocial treatments (e.g., problem-solving treatment or behavioral activation) as clinically indicated.
- Participate in weekly caseload consultation with the psychiatric consultant and communicate resulting treatment recommendations to the patient's medical provider. Consultations will focus on patients new to the caseload and those who are not improving as expected under the current treatment plan. Case reviews may be conducted by telephone or video.
- Track patient follow up and clinical outcomes using a registry. Document in-person and telephone encounters in the registry and use the system to identify and re-engage patients.
- Document encounters in a timely and effective manner in the EHR to be shared with the patient's medical team.
- Provide regular feedback and updates to the primary care team on treatment findings and progress through written and verbal communication.
- Facilitate treatment plan changes for patients who are not improving as expected, or who may need more intensive or more specialized mental health care, in consultation with the medical provider and the psychiatric consultant.
- Facilitate referrals for clinically indicated services outside of the organization (e.g., social services such as housing assistance, vocational rehabilitation, mental health specialty care, substance use treatment).
- Develop and complete relapse prevention self-management plan with patients who have achieved their treatment goals and are soon to be discharged from the caseload.
- Provide appropriate documentation for billing behavioral health care management.

Training for this role will be provided through a collaboration with the Duke Department of Psychiatry NC PAL program. Prior knowledge of the Collaborative Care Model is preferred.

Hours: Monday through Friday 8am-5pm. There are no weekends or evenings required, no on-call responsibilities, and no hospital work.

Annual salary range: \$52,000-\$63,000 with benefits dependent upon education, licensure, and experience.

Benefits include: 401(k) with company matching, profit sharing, health and dental insurance, life insurance, PTO, seven paid holidays per year, paid clinical licensure renewal, stipend for continuing education, dedicated time during working hours for case team meetings with psychiatrist and medical providers.

Please send resume and letter of interest to Emily Hannon, MD, Collaborative Care Model Lead at ehannon@wwpeds.com.