



Employee Job Description	
Position Title:	Behavioral Health Care Coordinator/Transporter
Position ID #:	
Facility:	St. Croix Tribal Health Clinic, Behavioral Health
Job Family:	Behavioral Health Technician
Comp Grade:	Starting at \$21/hour, Depending on Qualifications, see TOR Budget
Status:	FT, 40 hours/week

St. Croix Chippewa Indians of Wisconsin Leadership will strive to uphold the mission, vision, and values of the organization. They will serve as role models for staff and act in a people centered, service excellence-focused and results oriented manner.

Position Summary:

As a part of the Tribal Opioid Response (TOR) Grant Project, The Behavioral Health Care Coordinator/Transporter (CC/T) will, under the direction of the TOR Project Manager and Behavioral Health Director, screen tribal community members for eligibility, perform required data collection and submission, coordinate care for Tribal Opioid Response grant participants, and arrange and provide transportation to treatment and recovery support related appointments. The CC/T is responsible for protecting the client’s right to privacy, charting all client encounters, tracking supplies provided, and providing administrative support to the TOR Project Manager. In addition, the Care Coordinator/Transporter will act as a community and cultural liaison by providing outreach and culturally-based trauma-informed recovery support within each of the St. Croix Tribal communities.

Essential Functions:

The Care Coordinator/Transporter CC/T will conduct eligibility screenings and GPRA data collection interviews, and obtain written consent for release of confidential information. The

CC/T will provide cultural materials, hygiene kits, incentives, referrals to community resources, and harm reduction education and materials including Narcan, fentanyl test strips, and Public Health Vending Machine codes as needed. The CC/T will work with the TOR Project Manager to coordinate care for TOR clients, which may include providing referrals for Medication Assisted Treatment (MAT), Behavioral Health Assessments, ongoing professional communication with treatment, transitional, and sober living provider agencies, completing referral forms, requesting assessments to be faxed to providers, maintaining ongoing communication with the client, and arranging and providing transportation to treatment and recovery support related appointments.

The Care Coordinator/Transporter will provide recovery support to Tribal Opioid Response clients in group settings and/or one-on-one either in person, via phone or text and may accompany clients to recovery support meetings and cultural activities. The CC/T will maintain a schedule and chart all individual and group encounters in the electronic health record, track all materials, incentives and supplies provided, and offer administrative support to the TOR Project Manager as requested.

The Care Coordinator/Transporter (CC/T) will also act as a Community and Cultural Liaison. Working with community coordinators and tribal community leaders, the CC/T will discuss issues related to substance use, mental health, trauma, and culture with the tribal community and share with Behavioral Health staff as it relates to Tribal Opioid Response Grant focus areas. The CC/T help coordinate and represent the Behavioral Health Dept and Tribal Opioid Response Program at cultural events and host informational tables. The Care Coordinator/Transporter will attend St. Croix Tribal Offender Reintegration Program (SCT-ORP) meetings and may collaborate with other internal and external departments such as SCT-ORP, Domestic Violence/Sexual Assault (DV/SA), Indian Child Welfare (ICW), Probation, and Tribal Court to aid in coordination of care for TOR clients, with permission from the TOR Project Manager and appropriate releases of information on file. When appropriate, and if the hired staff member is a tribal community member, the Care Coordinator/Transporter will share cultural teachings and traditions with clients, connect clients with tribal elders and tribal community leaders, and accompany clients to cultural meetings and events.

Behavioral Health Care Coordinator/Transporter Job Duties:

Under the direction of the TOR Project Manager and Behavioral Health Director:

- Communicate daily with supervisor to gain approval for workplans including planned transportation, visits in the community, outreach, and screening and data collection appointments, to share progress on client care coordination, projects, and work arrangements during requested time off, and to provide inventory updates for hygiene kits, gas cards, cultural and harm reduction materials.

- Conduct eligibility screenings with St. Croix Community individuals struggling with opioid or stimulant substance use issues. Provide an overview of TOR program services, available materials and incentives, and data collection procedures.
- Explain the purpose of written consent forms for disclosure of confidential information with contracted treatment providers, medical providers, and other parts of the treatment/recovery care team. Explain participant's rights regarding written consents for data collection and release of information. Obtain signatures on informed consent forms for data collection and disclosure of confidential information.
- Conduct grant project required GPRA intake, six-month follow-up, and discharge data collection interviews with grant participants. Monitor GPRA data collection deadlines and keep up with timelines.
- Provide cultural materials, hygiene kits, incentives, referrals to community resources, and harm reduction education and materials including Narcan, fentanyl test strips, and Public Health Vending Machine codes as needed. Monitor supplies inventory.
- Assist TOR Project Manager in coordinating care for TOR clients, which may include providing internal referrals for Medication Assisted Treatment (MAT) and/or Behavioral Health Assessments, ongoing professional communication with external treatment, transitional, and sober living agencies, completing referral forms, requesting assessments to be sent to providers, and ongoing client communication.
- Maintain a schedule for transportation and prioritize participant transportation needs with assistance of the TOR Project Manager and Behavioral Health Director. Communicate transportation plan in advance including client, location, and estimated time of arrival with supervisor.
- Arrange and/or provide safe, trauma-informed transportation, using a fleet vehicle, to treatment and recovery support related appointments. Follow all traffic laws and safety guidelines to ensure safe and timely transport.
- Maintain ongoing communication with TOR clients to evaluate continuing needs.
- Perform data entry: Maintain schedule and chart all individual and group encounters in NextGen (electronic health record), track all materials, incentives and supplies provided on supply tracking sheets, enter GPRA interviews into SPARS and RedCap systems.
- Provide administrative support to the TOR Project Manager as requested.
- Work with Community Coordinators to share recovery support resources and listen to tribal community needs related to substance use, mental health, trauma, and culture.
- Help coordinate and represent the Behavioral Health Dept and Tribal Opioid Response Program at cultural events and activities, and occasionally host informational tables.
- Attend monthly St. Croix Tribal Offender Reintegration Program (SCT-ORP) zoom meetings and work with other internal and external departments such as SCT-ORP, Domestic Violence/Sexual Assault (DV/SA), Indian Child Welfare (ICW), Probation, and Tribal Court to advocate with and for TOR clients.
- Maintain a plan and complete ongoing continuing education in the areas of ethics and boundaries, mental health and substance use-related evidence based (EBPs) and culturally defined evidence practices (CDEPs), and trauma-informed care, including historical and intergenerational trauma.

Note: The essential functions are intended to describe the general contents of and requirements of this position and are not intended to be an exhaustive statement of duties. Specific tasks or responsibilities will be documented as outlined by the incumbent's immediate manager.

Type of Supervisory Responsibilities: N/A

Supervisory Responsibilities: None

Directly Reporting to: Behavioral Health Grants Manager/Case Manager (TOR Project Manager)

Matrix of INDIRECT Reporting: Behavioral Health Director, HHS Director, St. Croix Tribal Administrator, St. Croix Tribal Council

Scope and Complexity:

Interacts with all levels of management and employees; often trusted with maintaining confidentiality and relaying highly sensitive messages, and appropriate application of business operations and practices. Also trusted with the coordination and transportation of vulnerable individuals.

Physical Demands/Environment Factors:

OE-Typical Office Environment plus outreach in the community:

Physical Demands/Environment Factors:

- Work is performed in a typical office setting, in a vehicle, and in the community.
- Requires extensive sitting with periodic standing and walking.
- May be required to lift up to 25 pounds.
- Requires significant use of personal computer, phone, and copier/scanner/fax.
- Needs adequate visual acuity, ability to grasp and handle objects.
- Needs ability to communicate effectively through reading, writing, and speaking in person, on the phone, or with virtual meeting software, to both individuals and groups.
- Requires off-site travel to provide outreach in community areas and to obtain continuing education.
- Contact with grant participants can involve people with physical illnesses, those who have experienced trauma, and those with active mental health and/or substance use issues.
- Work may be stressful at times.
- Must be able to safely and reliably operate a motor vehicle, as well as maintain eligibility to operate a vehicle provided by the tribal clinic, for the duration of employment.

Minimum Qualifications:

- A high school diploma or equivalent.
- Ability to use a computer effectively for schedule-keeping and basic data collection/entry.
- Good oral and written communication skills are required to offer recovery-supportive contacts with grant participants experiencing stress and mental health or substance use issues.
- Understanding of confidentiality requirements and ability to maintain professional standards regarding confidentiality, privacy, and patient rights.
- Knowledge and sensitivity to context and issues affecting American Indian people and ability to follow cultural affirming practices.
- Regular attendance, commitment to timeliness and attention to detail.
- Ability to pass background check.
- Must possess and maintain a valid Wisconsin driver’s license and liability insurance. Qualified drivers must have and maintain an acceptable driving record within accepted limits of driving offenses/point deductions to maintain Tribal driving privileges during the duration of employment.

Preferred Qualifications:

- An Associate’s degree in Human Services or other fields and/or past work experience with individuals experiencing mental health and/or substance use disorder issues and/or past work experience interacting with patients in a medical setting.
- Experience driving in the tri-state area of WI, MI and MN, including confidence in both rural and metro driving situations, is preferred.
- First Aid/CPR Certification (offered through company if not already obtained)
- Understand State/Federal/HIPAA/42 CFR Part 2 regulations in addition to clinic policies and procedures.

Native American Preference Given in Accordance with P.L. 93-638 and Amendments

EEPID	Employee Printed Name	Employee Signature	Date
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	Supervisor Printed Name	Supervisor Signature	Date
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