

Intern Position Job Description Title: Behavioral Health Intern

Purpose/Objective: The Behavioral Health Intern will support the Open Door Clinic Behavioral Health and Wellness Department integrated care programs, specialty programs, expansion projects as well as current operations.

Location: This is an onsite internship opportunity at 1390 Capital Blvd.

Key responsibilities

1. Conduct Behavioral Health & Wellness Outreach calls
2. Schedule Behavioral Health & Wellness appointments
3. Run monthly reports on Electronic Health Record (Athena) as directed by Behavioral Health & Wellness Counselor
4. Maintain and update Patient Registry (Excel)
5. Update Standard Operation Procedures (SOP) as needed
6. Collaborate on design of patient education materials, flyers, and handouts
7. Participate in Health Fairs and other relevant events as needed.
8. Utilize research databases to search for articles and journals related to best practices in integrated care and present findings at monthly provider meetings.

Other responsibilities:

1. Schedule and reschedule appointments with established Behavioral Health & Wellness patients
2. Complete and follow up with external referrals with community mental health agencies and other providers as indicated.
3. Follow up with no shows or inactive clients
4. Mail consent forms, and other resources needed.

Qualifications:

REQUIRED:

Strong ethical skills and understanding of HIPAA rules

Strong interpersonal skills, as well as empathy, compassion, and effective listening skills

Highly organized, a problem solver, able to work independently

Interest in working with our neighbors in need, aligned with UMWC's mission and vision.

PREFERRED:

Interested and/or with experience in a behavioral health and/or medical setting

Interested and/or with experience with customer service and/or outreach calls

Interested and/or with experience with Electronic Health Records (EHR) or Electronic Medical Records (EMR)

Interested and/or with experience with Word, Excel. Tech savvy

Interested and/or with experience searching databases and running inquiries to find relevant journals and articles.

Bilingual (English-Spanish)

Time commitment: After training, the intern will be asked to serve at least one shift a week. Punctuality is essential. Intern is expected to give notice if they must call out on any shifts.

Shifts are Monday-Thursday 10-2 or 12-4

Training/support provided: Four initial training sessions. Staff will be available for back up, support, and questions.

Benefits:

This is an unpaid internship position. This position allows you to learn about integrated health and engage clients in the Behavioral Health & Wellness Programs. Your work will support expansion of the Behavioral Health program by screening, identifying, and serving clients who are suffering from mental illness, and/or experiencing a comorbidity of mental and physical illness. It will also support our ability to measure clinical outcomes, understand unique patient needs, and learn about research-based initiatives. Your work will impact the wellness and health of more than 300 patients annually, their families and their community.

Volunteer Supervisor: Open Door Clinic Behavioral Health & Wellness Counselor.