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System of Care Coordinator (McDowell, Henderson, Haywood)

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Company: Vaya Health

Location: Hendersonville

Category: other-general

LOCATION: Remote – must live in or near McDowell, Henderson, or Haywood County, North Carolina.

GENERAL STATEMENT OF JOB

The SOC Coordinator is responsible for community based SOC advocacy and development, both with and for families of children and youth engaged in behavioral health services. The SOC Coordinator works in three counties to develop, engage and support effective Community Collaboratives and work strategically with community leadership and all SOC stakeholders, at both state and local levels, to promote the expansion and sustainability of SOC values and practices.

ESSENTIAL JOB FUNCTIONS

Collaboration and Advocacy with SOC Stakeholders and Local Leadership :

The SOC Coordinator collaborates with county SOC stakeholders to ensure fidelity to SOC Values:

The SOC Coordinator recruits and facilitates an Interagency System of Care Policy and Planning group in each county, including representation from youth and families with lived experience navigating the behavioral health system, leaders from all SOC stakeholder organizations and agencies, and Vaya's Complex Care Management, Member Services, and Provider Network Departments. This group meets regularly to support and enhance the utilization of SOC values and practices, following the specific group guidelines and requirements outlined in Vaya's System of Care Policy 3106.

The SOC Coordinator establishes a meeting schedule with behavioral health case managers

to ensure regular and timely utilization of a family-driven, youth-guided person-centered approach in member services, providing oversight and consultation as needs are identified.

The SOC Coordinator ensures consultation, training and technical assistance with SOC stakeholders addresses, but is not limited to: collaborative goal-setting to meet identified community needs; systemic changes in the behavioral health field; and best practices in mental health and substance use disorder treatment and recovery.

In collaboration with Vaya Health's training teams, SOC Coordinator ensures Vaya staff, providers, and community members receive required SOC-related trainings.

If a Family Partner is unavailable and/or a specific request is made by a SOC stakeholder, the SOC Coordinator will attend Child and Family Team meetings to offer assistance to the team related to the adherence to and utilization of SOC values in the team's processes.

If applicable, the SOC Coordinator works collaboratively with the SAMHSA System of Care Expansion and Sustainability grant team working in the SOC Coordinator's counties to support the grant project's goals and objectives.

Community Collaborative Development and Support :

The SOC Coordinator joins and actively participates on local Community Collaboratives. The SOC Coordinator, in collaboration with a Vaya Family Partner, ensures each Community Collaborative includes membership and active participation from all SOC stakeholders, including, but not limited to: children, youth, and families who have received or are receiving behavioral health services; child, youth, and family advocates and advocacy agencies; public and private behavioral health providers; government representatives (e.g., Department of Social Services; Department of Juvenile Justice; Health Department; County Commissioner); school district personnel; and all other relevant child-serving agencies.

When gaps in representation are identified, the SOC Coordinator engages in active outreach and recruitment in the local community to ensure Community Collaboratives represent all facets of SOC.

In coordination with Community Collaboratives, the SOC Coordinator identifies child, youth and family behavioral health needs and services in place to meet the needs, establishing strategies to develop additional services as gaps and unmet needs are identified.

The SOC Coordinator links Community Collaboratives with technical assistance and training opportunities related to results-based accountability to build capacity for data-driven goal setting, decision-making and ongoing evaluation.

In counties with no functioning Community Collaborative, the SOC Coordinator actively engages and recruits a diverse selection of SOC stakeholders, providing coaching and advocacy on SOC values and policies and best practices for Community Collaboratives. When initial membership is established, the SOC Coordinator works with Community Collaborative members to identify the group's mission, vision, values and goals. The SOC Coordinator assumes a facilitation role for new Community Collaboratives until a leadership structure is established and implemented.

Evaluation and Quality Improvement:

In collaboration with the Family Partner, the SOC Coordinator takes a leadership role in the ongoing evaluation and quality improvement of SOC, including:

Advocating with Vaya leadership and SOC stakeholders in each county to ensure the presence of accessible, timely, high-quality, evidence-based, effective behavioral health care for children, youth, and families.

Providing opportunities for family, youth, providers and community members to share identified issues and concerns with Vaya leadership and other SOC stakeholders and advocating for plans to be developed and implemented to address identified concerns.

Developing, in collaboration with each local community's SOC stakeholders: A culturally appropriate, data-driven information management system that allows for ongoing tracking and evaluation of SOC goals and objectives. A review system to evaluate performance measures on a regular basis. A process to share data and evaluation measures with local SOC stakeholders as well as regional and state legislative bodies and policymakers. A quality improvement process, with input from local SOC stakeholders, including family and youth, responsible for utilizing outcomes data to inform policy proposals and decision-making.

Maintaining accurate records and ensuring appropriate documentation of work, including tracking required data as determined by Vaya Health's System of Care team.

Collaboration with NC State Collaborative and Department of Health and Human Services (DHHS) :

In collaboration with the Family Partner, the SOC Coordinator:

Ensures representation and active participation from at least one of Vaya's SOC Coordinators or Family Partners on each of the NC State Collaborative's subcommittees.

Attends monthly Breeze Calls to ensure ongoing information-sharing and consultation with DHHS.

Meets all DHHS standards and requirements, including submitting completed Vaya SOC reports in accordance with the Department's expectations and timelines and participating in all scheduled conference calls, webinars, meetings, trainings, conferences, and site visits.

The SOC Coordinator attends the NC State Collaborative's biweekly meetings, sharing updates and evaluation/outcome information from local communities.

Professional Development The SOC Coordinator will receive the State SOC training curriculum and participate in appropriate professional development to support best practice in working with youth and families. The SOC Coordinator will attend meetings and trainings conducted by Vaya and/or NC DMH/DD/SAS.

Other duties as assigned .

KNOWLEDGE OF JOB

Possess a thorough knowledge of SOC core values and principals, the ability to work effectively and collaboratively with a wide range of family members, stakeholders, community leaders, government agencies, providers and other Vaya staff.

Possess general knowledge of family cultures, dynamics and needs; have knowledge of Person-Centered Planning, resiliency-building, trauma-informed care and results-based accountability.

Possess a general knowledge of DSS, School, Health Department and other service agency protocols.

Possess the knowledge and ability to document in electronic medical record created brochures, public awareness materials and presentations.

Must complete documentation in a timely manner in compliance with all privacy regulations.

Must be able to maintain confidentiality and follow all agency policies and procedures.

Maintain a valid NC driver's license.

QUALIFICATIONS & CREDENTIALING REQUIREMENTS

Bachelor's Degree in a human services field and four (4) years of experience working in or with child public serving systems **OR** Master's Degree in a human services field and two (2) years of experience working in or with child public serving systems.

PHYSICAL REQUIREMENTS

Close visual acuity to perform activities such as preparation and analysis of documents; viewing a computer terminal; and extensive reading.

Physical activity in this position includes crouching, reaching, walking, talking, hearing and repetitive motion of hands, wrists and fingers.

Sedentary work with lifting requirements up to 10 pounds, sitting for extended periods of time.

Mental concentration is required in all aspects of work.

RESIDENCY REQUIREMENTS The person in this position IS required to reside in North Carolina or within 40 miles of the NC border.

SALARY: Depending on qualifications & experience of candidate. This position is exempt and is not eligible for overtime compensation.

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