



## JOB DESCRIPTION

### Triage Engagement Specialist

**Reporting to:** Practice Manager, Assessment Services  
**EEO Category:** Professionals  
**Created:** 2/28/18

**FLSA Classification:** Non-Exempt  
**PRO:** Office Based Clinical  
**Modified:**

#### **POSITION SUMMARY**

The Triage Engagement Specialist will coordinate the triage of individuals presenting for behavioral health assessment by reviewing behavioral health screen results, completing physical vitals, and providing face-to-face triage safety assessment for anyone who is not able to be seen that day for comprehensive assessment. This position will also be responsible for proactively engaging individuals in service following the initial assessment to address immediate obstacles to care, further clarify strengths and needs, and/or facilitate an immediate warm hand-off to members of the treatment team.

#### **ESSENTIAL RESPONSIBILITIES**

##### **Clinical Triage (50%)**

- Responsible for maintaining the workflow of triage and assessment, prioritizing cases to be seen by the clinical assessment staff and assigning cases for assessment
- Complete vital signs (i.e. blood pressure, pulse, height, weight, etc.) and other measurements, as assigned
- Review scores of behavioral health screens
- Based upon the medical health screens, consult with appropriate primary care staff when screens are indicative of needed intervention
- Provide face-to-face safety assessment
- Consult with clinical management/support to determine appropriate clinical action, when needed

##### **Engagement (20%)**

- Interact with new clients via face-to-face or phone communication following initial appointment to increase engagement by:
  - Providing a warm, welcoming and informative experience
  - Orient individuals to Aspire and philosophies of care
  - Facilitate an introduction to other team members for immediate start of services
  - Assess and monitor well-being and/or risk factors presented at initial appointment
  - Identify and assist in addressing obstacles to care
  - Further clarify functional needs to inform team and treatment plan
  - Follow-up with individuals regarding needed paperwork, referrals, etc
- Facilitate communications and information flow between individuals and providers

##### **Care Coordination (15%)**

- Link individuals to community services (e.g., food pantry, library, public transportation, etc.)
- Advocate for individuals, as needed
- Reach out to those individuals who have been assessed but who have not engaged in services.

##### **Documentation and Productivity (15%)**

- Meet required standards for clinical record keeping/documentation
- Accurately differentiate billable vs non-billable services
- Responsible for timely, thorough, and accurate documentation and billing in the Electronic Health Record (EHR) according to Aspire policies and procedures
- Seek and routinely document clinical supervision to assist in case coordination

- Timely completion and maintenance of case and agency paperwork according to Aspire standards and as required by external agencies (C/ANSA, BPHC, payee, etc), as well as internal unit and organizational reports and documentation
- Timely completion of all required unit and/or organizational reports and/or documentation according to policies and procedures (e.g. PTO requests, expense sheets, training requests, TB documentation, car insurance, etc.)

### **Professional Development (5%)**

- Complete and maintain compliance with required trainings and education required for the position
- Successfully acquire and maintain ANSA and/or CANS certification(s), per position requirements
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within field

## **COMPETENCIES**

### **Core Competencies**

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

### **Position-specific Competencies**

- **Helpful** - Serve individuals and staff in a friendly, patient and positive manner
- **Problem-solver** - Critical, creative thinker in solving problems and reaching goals with individuals in a responsive manner
- **Collaborative** - Work cooperatively with individuals and family members (if applicable), as well as outside providers
- **Detail-oriented** - Exercise organizational discipline in maintenance of accurate documentation systems and case management practices
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for individual and staff beliefs, values and judgments

## **CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE**

### **Education/Experience**

- Bachelor's degree from a college/university accredited by the US Department of Education or a Medical Assistant degree from a two (2) year clinical program accredited by the US Department of Education and one year of related experience in a behavioral health setting or a high school diploma and three years of related experience in a behavioral health setting required
- Knowledge of integrated health and suicide screening, a plus
- Electronic Medical Record (EMR) experience helpful

### **Certification**

- Medical Assistant certification through AAMA or LPN through the State of Indiana highly preferred

### **Other**

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to work independently as well as collaboratively within a team setting
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Must be detail oriented, have excellent organizational skills and be flexible

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- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must comply with all Aspire policies and procedures, as well as Aspire's Corporate Compliance Program as it applies to individual job duties, the department and the company
- Must possess/maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization
- Must have reliable transportation to travel to other sites for trainings and/or meetings
- Display a positive work ethic

### **PHYSICAL DEMANDS & WORKING CONDITIONS**

The physical and working demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office based position with some travel within the community, as needed
- Heavy exposure/use of computers, cell phones, office phones, etc.
- Daily, weekly, monthly and annual deadlines
- Ability to communicate effectively by phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Ability to sit for prolonged periods throughout the work hours and also the ability to be physically mobile (bending, stooping, stretching, reaching, standing, walking), as needed
- Ability to lift files, open filing cabinets, climb to reach higher files, and lifting average-weight objects up to 25 lbs; must be able to occasionally lift and/or move 50 or more pounds
- Manual dexterity sufficient to operate keyboard, copier, telephone, calculator, and the ability to write and/or type
- Must be able to respond appropriately in crisis situations by following Aspire protocols

### **Background Checks**

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

### **Supervisory Responsibilities**

This position has no supervisory responsibilities

### **Work Hazard Category**

Category II - Tasks that may involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category II tasks.

### **Employee Statement of Understanding**

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations

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and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.

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Employee Signature

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Date

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Printed Name