



Job Details

Title:	Urgent Psychiatric Care Coordinator		
Created Date:	5/10/18		
Reports to:	Clinical Programs Manager	Revision Date:	11/15/18
Supervises:	N/A	FLSA Classification:	Non-Exempt
Full/Part-time:	Full-time	Hours per Week Expected:	40

Purpose of Position:

The Urgent Psychiatric Care Coordinator (UPC Coordinator) is co-located at The Urgent Psychiatric Care Center (UPC) located at 1201 S. 7th Avenue Ste 150, Phoenix, AZ. The UPC Coordinator will utilize a recovery-oriented approach to engage patients at UPC to identify needs and help connect with services that meet their needs. The UPC coordinator will work in collaboration with UPC staff, outpatient providers and clinics to develop a discharge plan that incorporates the patient’s voice and choice and is comprehensive in addressing whole health needs. The UPC coordinator will also facilitate groups that encourage hope, foster shared learning, and development coping skills.

Essential Functions:

- Work independently and as part of a team co-located at The Urgent Psychiatric Care Center (UPC)
- Foster strong working relationships with UPC staff to encourage referrals
- Assess patient needs and identify services that meet those needs
- Participate in the discharge planning staffings meetings with the UPC team, outpatient team, and patient
- Conduct outreach phone calls to patients after discharge for engagement with S.T.A.R. services
- Coordinate with the primary outpatient clinical team
- Assist member in advocating for patient needs
- Complete documentation within 24 hours
- Attend S.T.A.R. staff meetings and training classes

Company Driver? Yes No

Safety Sensitive? Yes No

Physical Requirements

	Regularly	Frequently	Occasionally	Rarely
Sitting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing/Balancing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching – with Arms & Hands	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping/Kneeling/Crouching/Crawling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Talking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling/Touching	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Vision (Close, Peripheral, Depth, Ability to Adjust Focus)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting up to 10 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting 10-25 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting 25-50 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting more than 50 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Education

GED or HS Diploma Required / Preferred
Degree Required / Preferred

Experience:

None Required / Preferred

Knowledge, Skills & Abilities:

- Self-starter, desire to generate referrals, and goal-oriented
- Exceptional ability to engage and build rapport with patients, UPC staff, and other providers
- Strong time management and organizational skills to be able to manage multiple tasks
- Dependable follow-up and follow-through
- Good decision-making skills
- Proficient computer/typing skills

Professional Certifications & Licenses:

None Required / Preferred

Other requirements:

Self-identify as a Peer by the InterNational Association of Peer Supporters (iNAPS) or Mental Health America definition and/or have (or have had a history) of a Mental Health/Behavioral Health or Substance Use/Abuse Diagnosis (Bona Fide Occupational Qualification) Required / Preferred
Peer Certification Required / Preferred
At least 21 years of age (Bona Fide Occupational Qualification) Required / Preferred
Valid AZ Driver's License Required / Preferred
CPR/First Aid Certification Required / Preferred
Criminal Background Verification Required / Preferred
Pre-Hire and Random Drug/Alcohol Screening Required / Preferred
Personal Vehicle Required / Preferred

Job Description Acknowledgement

I have read and understand the functions and requirements of this position. I understand that this is not to be considered as an exhaustive statement of duties, responsibilities or requirements and does not limit the assignment of additional duties for this position.

It is the policy of S.T.A.R. – Stand Together And Recover, Inc. to provide equal employment opportunity to all persons regardless of age, color, national origin, citizen status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, marital status, status with regard to public assistance, status as a disabled veteran and/or veteran of the armed forces or any other characteristic protected by federal, state or local law.

Employee Signature

Date

Supervisor Signature

Date