SUMMARY

As a critical member of the multidisciplinary team, the Hospital Liaison works closely with hospital discharge planners, physicians, social workers, case managers, probate court and inpatient unit and education staff to generate referrals. Develop and maintains new and current relationships with assigned hospitals. The Hospital Liaison also provides initial and on-going assessments of clients as well as develop initial treatment plan for returning to the community. Completes and maintains progress notes and other pertinent documentation according to agency and regulatory service standards. Provides an array of stage-wise interventions to engage difficult-to-treat clients.

ESSENTIAL JOB FUNCTIONS

1. Provides diagnostic assessments, primarily in hospitals, crisis units and other entities to identify client needs, recommendations for services and recommendations for other assessments.
2. Attends case staffing at the different hospitals and crisis units, as needed, to assist in and coordinate discharge planning for patients referred to FrontLine Service for services.
3. Assists with processing of incoming AOT referrals, including, but not limited to, data entry of referral information into database.
4. Coordinates with referral sources to ensure timely response and follow-up. Provides response to referral source and/or client appropriate services if client does not meet criteria for services at FrontLine Service.
5. Conducts the maintenance and review of open referrals held in clinical records to ensure that open referrals are followed up on and addressed in a timely manner. Performs case closures for open referrals when indicated.
6. Provides an array of including but not limited to ongoing assessment of needs, coordination of services, linkage, symptom monitoring, advocacy, outreach, housing placement, and skill development. Services may be provided face-to-face or by telephone.
7. Coordinates the development of the individualized service plan (ISP) for each assigned client. ISP must be collaborative and include client’s own statement of need, a specific objective and measurable steps to achieve the objective.
8. Conducts community outreach by establishing and maintaining professional and therapeutic relationships with clients, and maintains accurate treatment documentation.
9. Provides and/or ensures the provision of all necessary community support services as identified on the individual service plan.
10. Initiates appropriate action and crisis intervention with individuals/clients or situations through prompt utilization of community resources.
11. Ensures the safety and engagement of clients by providing a safe, non-threatening and supportive environment, and assists, as needed, with day-to-day operations of the agency lobby.
12. Ensures compliance with productivity and documentation/recordkeeping standards as set by the agency in accordance with funding and accreditation requirements.
13. Promotes recovery and increases the client’s capacity to positively impact his/her own environment by assisting clients in the development of interpersonal and community coping skills, and self-management techniques.
14. Provides assistance to clients in attaining housing, entitlements and other basic resources, and establishes and maintains regular contact and follow-up requirements as specified in ISP.

ADDITIONAL DUTIES AND RESPONSIBILITIES

1. Adheres to the ethical, confidentiality, and professional-standards requirements of federal and state law, the policies of this organization, and the policies of licensing and credentialing boards.
2. Speaks and acts in a manner that is sensitive and responsive to a person’s ethnic, cultural, and developmental background, to any disabling conditions, and to conditions that may affect the person’s ability to form accurate perceptions, process information, understand directions, and communicate important information.
3. Consistently interacts with members of this and other organizations in a respectful, professional manner; productively contributes to the functioning of an interdisciplinary team.
FRONTLINE SERVICE
JOB DESCRIPTION

4. Assumes additional responsibilities and performs special projects as needed or directed.

REQUIRED QUALIFICATIONS

Education, Training and/or Experience
LSW, LPC, or RN and at least a Bachelor’s degree with specialization in social, behavioral or human services with a minimum of one year professionally supervised work in the delivery of mental health, chemical dependency and/or social services.

Certifications, Licenses, Registrations
Valid Ohio driver’s license with less than six points and proof of automobile insurance, adhering to the minimum requirements of Ohio’s Financial Responsibility Act.
CPR certification plus First Aid and non-violent physical crisis intervention training (within 60 days of hire).

Knowledge, Skills, Abilities and Personal Characteristics

1. Knowledge of agency policies, procedures, goals and objectives with a willingness to respect, understand and promote the mission, values and goals of the agency.
2. Knowledge of state and local rules, regulations and laws pertaining to the provision of agency services.
3. Knowledge of major mental disorders and of community resources for services to individuals with mental disorders.
4. Knowledge of the principles of social work; first aid, CPR administration.
5. Ability to change conduct as a result of feedback from supervision.
6. Ability to effectively and professionally interact with professionals of many disciplines and with professionals and clients of diverse values, strengths and backgrounds, define problems, collect data, establish facts and draw valid conclusions.
7. Ability to prepare meaningful, concise and accurate documentation.
8. Ability to proof read and edit complex documentation.
9. Ability to gather, collate, classify information about people, data and things.
10. Ability to work with and handle sensitive and confidential inquiries.
11. Ability to work effectively as part of a team.
12. Ability to type effectively
13. Skill in conducting diagnostic assessments, mental health interventions and the ability to evaluate their effectiveness.
14. Creative and flexible problem-solving skills.
15. Computer skills; word processing.

PREFERRED QUALIFICATIONS

Masters Degree in Social Work or Counseling. CCDC, CRC certifications. CPR certification plus First Aid and non-violent physical crisis intervention training.
LISW or LPCC

PHYSICAL DEMANDS

Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents, operate standard business office equipment and motor vehicle, with an ability to work effectively in a multi-tasking environment. Duties are performed in a multi-story facility without mechanical lifts, and within the community.
WORKING CONDITIONS

Work performed within the community including the transportation of clients. Hours of work may exceed normal business hours.

For more information about FrontLine Service, please check out our website at www.frontlineservice.org

Send resumes to: careers@frontlineservice.org or fax to 216.861.7072