



Job Code: 9842

Grade: 13

HCWR: N

Job Title

Behavioral Health Associate

Department

Behavioral Health

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

Under direction, the Behavioral Health Associate performs crisis and or de-escalation intervention, therapeutic observations of patients and milieu, patient supervision and other behavioral health related duties for Cook County Health (CCH). The Behavioral Health Associate will also implement restraints in collaboration with the interdisciplinary team.

Typical Duties

- Utilizes crisis and/or de-escalation intervention practices, when necessary and appropriate, with patients whose behavior cannot be otherwise supported without such interventions.
- Assists in the application and removal of restraints and the implementation of seclusion, when deemed necessary by appropriate personnel; ensures the physical and emotional health and safety of the patient when using such methods.
- Identifies patient characteristics and environmental variables that may trigger agitated behavior(s) and communicates such information to the treatment team.
- Escorts patient to required location(s), within and outside of the health care setting.
- Monitors and controls patients, family, visitors and staff traffic flow through behavioral health services.
- Ensures the safety of patients and staff through electronic scanning and safety checks prior to entry to clinical areas.
- Responds appropriately to patient emergencies, including those requiring the
- Inspects and categorizes patients' belongings at time of admission and ensures that property is safely maintained and returned at the time of transfer or discharge; notifies appropriate personnel of illegal items for proper handling.
- May lead or co-lead discussion groups in areas such as anger management techniques and practices;
- or daily orientation to unit protocols, laundry group or any other assigned duties. Appropriately documents group activity in patients' chart.
- Assists in the facilitation of therapeutic groups and related activities when lead by a clinician.
- Assists with patient grooming needs, including shaving when deemed appropriate by clinical staff and the patient is not able to shave themselves, observes showering in patients who are on 1:1 observations.
- Takes patient vital signs when directed to do so by clinical staff and enters patient vital sign data into the electronic medical record (EMR).
- Performs observation and monitoring of assigned patients on a one-to-one basis, and during restraint and documents on appropriate care provided in EMR.
- Performs patient checks/rounds and video surveillance if implemented, as required, and reports observations, interactions and patient activity to assigned nursing staff.



Typical Duties

- Communicates clinical matters to assigned RN or other professional staff as required.
- Participates in staff, departmental and team/committee meetings.
- Participates in departmental quality assurance/performance improvement (QA/PI) activities.
- Participates in departmental and/or health care setting-wide training, as required.
- Performs related work, as assigned.
- Participates in Interdisciplinary Rounds and staffing at the Behavioral Healthcare Unit at Provident Hospital as requested, or at the Community triage and stabilization center at Provident Hospital.
- Documents all activities in the Care Management System according to policy and procedure.
- Retrieves documentation from outside care organization such as history and physical, discharge summaries, and medication list to support effective transitions of care.
- Completes consent forms and obtains signatures patient/guardians or significant other as needed.
- Protects Protected Health Information (PHI) and complies with Cook County Health's Privacy Policy.
- Consults information systems such as passport, managed care portals or care management systems to assess youth eligibility for service.
- May assist with clean-up of dining area and rubbish removal when necessary.
- Ensures that all hygiene equipment is put away in container with name on each patients' belongings.
- Maintains cleanliness in unit and ensures no food or beverages are in patient rooms.
- Acts in compliance with CCH Policy and relevant regulatory policies and procedures. Performs other duties as assigned.

Minimum Qualifications

- Associates degree or higher from an accredited college or university
- One (1) year of experience working with behavioral health clients
- Position requires local travel for which the employee must possess a valid driver's license and insured vehicle or otherwise provide an acceptable and reliable means of transportation
- Experience with appointment scheduling
- Proficient using Microsoft Office

Preferred Qualifications

- One (1) year of work experience in a culturally diverse population
- Experience working with justice involved individuals
- Experience working with individuals with mental illness and substance use
- Crisis Prevention Institute (CPI) Certification

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge and proficiency in Microsoft Office
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Ability to adhere to department policies and standards utilizing best practices



Knowledge, Skills, Abilities and Other Characteristics

- Ability to maintain a professional demeanor and composure when challenged
- Ability to function autonomously and as a team member

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.