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| <b>Job Title</b>        | Clinical Care Coordinator   |
| <b>Employer/ Agency</b> | University of Houston, Counseling and Psychological Services  |
| <b>Job Description</b>  | <p>The Clinical Care Coordinator (CCC) will help to bridge CAPS/ Health Center services with campus and/or community resources. The CCC will help facilitate student access to and utilization of university and/or community resources, particularly clinical treatment resources. The CCC will also provide selected clinical services, primarily in these areas: access/intake, assessment, crisis response, bridging care toward other services, brief individual counseling, and external referral resources for those students who would benefit from a longitudinal care model. The CCC will help ensure that students who get referred out get connected to appropriate care and are provided with assistance to mitigate potential barriers that would otherwise prevent them from starting treatment elsewhere. In the process of serving in this role, the CCC will keep an updated knowledge database of referral resources, maintain relationships with other campus offices and community agencies, and serve as an advocate, case manager, and resource for students.</p> <p><u>General Description of Duties:</u></p> <ul style="list-style-type: none"> <li>• Reach out to students who have been referred out for other services to ensure and document follow-through with service recommendations provided.</li> <li>• Proactively reach out to students to assist with mitigating barriers to follow through and providing alternative resources and referrals based on student's identified need.</li> <li>• Provide motivational interviewing to assist student if self-imposed barriers are identified.</li> <li>• Follow up with students post-referral to evaluate satisfaction with referral resource and referral process</li> <li>• Provide interim treatment and support to select students who are unable to get connected to external counseling due to financial or other barriers that cannot be immediately resolved.</li> <li>• Create and maintain database of current referral resources including treatment providers and on-campus/ off-campus resources such as social, financial, and academic resources.</li> <li>• Communicate with community providers and agencies external to the university to expand and maintain referral networks and relationships.</li> <li>• Serve as consultant to Health Center and CAPS staff regarding referral and resource questions</li> </ul> <p><u>Description of Additional Duties:</u></p> <ul style="list-style-type: none"> <li>• Assist with triaging students according to stepped care principles during CAPS walk-in hours</li> <li>• Provide crisis intervention and assist with hospitalizing students who need it</li> <li>• Provide active outreach and referral assistance for students who are using CAPS triage or after-hours services inappropriately and could benefit from receiving more effective ongoing treatment</li> <li>• Assist with outreach and community presentations as needed</li> <li>• Assist with facilitation of coping skills workshops as needed</li> </ul> |
| <b>Qualifications</b>   | <p><u>Minimum Requirements:</u></p> <ul style="list-style-type: none"> <li>• Master's degree required in a relevant field, with relevant experience in a mental health setting</li> </ul>   |

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|                           | <ul style="list-style-type: none"> <li>• Licensed to practice independently</li> <li>• Demonstrated skill and experience in case management</li> <li>• Organizational and computer skills to effectively maintain a tracking system. Ability to utilize an electronic health record</li> <li>• Ability to handle a busy caseload in a dynamic environment, and help prioritize and manage multiple clients through the crisis phase and completion of successful referral to community.</li> <li>• Demonstrated competency in crisis consultation or intervention and working with collateral parties within complex systems</li> <li>• Collaborative spirit of warmth, flexibility, acceptance, and respect for students and colleagues. Team oriented and "user friendly" for students and campus constituents.</li> <li>• Multicultural awareness, knowledge, responsiveness, and commitment in serving a diverse student population</li> <li>• Ability to handle spontaneous work demands while undertaking projects that require advance planning</li> </ul> <p><u>Preferred qualifications:</u></p> <ul style="list-style-type: none"> <li>• Interest and experience with developmental and mental health needs of college students</li> <li>• Experience with assessment, triage, crisis intervention, and/or brief counseling in mental health settings</li> <li>• Knowledge of local resources</li> <li>• Experience with higher education</li> </ul> |
| <b>Salary/Hours</b>       | Commensurate with experience / M-F 8am – 5pm   |
| <b>Address</b>            | UH CAPS<br>4365 Cougar Village Drive, Room 226   |
| <b>City, State, Zip</b>   | Houston, TX 77204-3026   |
| <b>Contact Person</b>     | Cecilia Sun, Ph.D.   |
| <b>Telephone Number</b>   | 713-743-5454   |
| <b>Email Address</b>      | <a href="mailto:csun@central.uh.edu">csun@central.uh.edu</a>   |
| <b>Application Method</b> | Online application via UH Jobs, Position # STA013492 “Clinical Care Coordinator- Case Manager”:<br><a href="https://uhs.taleo.net/careersection/ex1_uhs/jobdetail.ftl?job=STA013492&amp;tz=GMT-06%3A00&amp;tzname=America%2FChicago">https://uhs.taleo.net/careersection/ex1_uhs/jobdetail.ftl?job=STA013492&amp;tz=GMT-06%3A00&amp;tzname=America%2FChicago</a><br>Complete application and upload cover letter and resume  |
| <b>Opening Date</b>       | Applications open now for January 2024 start date  |

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at [mswjobs@central.uh.edu](mailto:mswjobs@central.uh.edu) with the hiring details of your new job opportunity. Thank you.

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