



Mid-State Health Network

**JOB DESCRIPTION:** SUD Care Navigator

**EMPLOYMENT CATEGORY:** At-will, Administration

**POSITION HIRED BY:** Mid-State Health Network (MSHN)

**FULL-TIME/PART-TIME:** Full-time

**SUPERVISOR:** Utilization Management Administrator

**EXEMPT/NON-EXEMPT:** Exempt

**MANAGEMENT RESPONSIBILITIES:** Personnel - No, Resources - Yes

**CREDENTIALING:** No

**Position Overview:**

The Substance Use Disorder (SUD) Care Navigator position is responsible for supporting the MSHN SUD Service Provider (SUDSP) network with meeting the needs of priority population individuals. Particular attention will be given to individuals involved with the Michigan Department of Corrections (MDOC) and could also include other specific priority populations (pregnant individuals, individuals who inject substances, and parents at risk of losing their children). This position reports to the Utilization Management Administrator.

A primary focus of the SUD Care Navigator will be to ensure that individuals belonging to priority populations receive timely screening and admission to SUD treatment following the Michigan Department of Health and Human Services (MDHHS) timeliness requirements. The SUD Care Navigator will also provide oversight for transitions of care between settings and ensure effective care coordination is occurring between SUD provider organizations. This position will work closely with SUD service providers, Community Mental Health Service Programs (CMHSP), and community referral partners such as local court systems, MDOC probation and parole agents, primary care clinics, hospitals, and child welfare workers.

The ideal candidate will possess knowledge of recovery-oriented systems of care as well as an understanding of the structure of Michigan’s publicly funded behavioral health and substance use disorder system.

This position requires excellent written and oral communication skills, the ability to prioritize a workload, and strong organizational skills. This position is responsible for carrying out all activities of the Pre-Paid Inpatient Health Plan (PIHP) in such a manner that fulfills the organization’s mission, strategic priorities, and assures compliance with policies and procedures.

**Qualifications**

**Minimum Qualifications**

- Bachelor’s degree in counseling, social work, or a related human services field
- 2 years’ experience in behavioral health or substance use treatment service delivery
- Experience working with populations with complex mental health and SUD needs
- Experience with case management, care coordination, and navigating complex systems of care

**Preferred Qualifications**

- Master’s degree in counseling, social work, or a related human services field
- Certified Alcohol and Drug Counselor (CADC) or Certified Advanced Alcohol and Drug Counselor (CAADC)
- Working knowledge of regional CMHSP and SUD treatment provider system, corrections-related agencies, local resources, and primary care systems

- Experience working in a Michigan Community Mental Health Services Program, licensed substance use disorder treatment program, or a Pre-Paid Inpatient Health Plan
- Knowledge of Michigan’s Mental Health Code and Public Health Code governing behavioral health and substance abuse services.
- Lived experience with behavioral health issues is desired.

**Required Skills**

- Excellent organizational skills and ability to prioritize a workload amid often competing priorities
- Excellent interpersonal and human relations skills
- Cultural competency, sensitivity, and the ability to respond to all persons with patience, professionalism, and empathy
- Ability to work in a self-directed environment and meet established deadlines
- Excellent verbal and written communication skills, including the ability to remain tactful and professional during difficult interactions
- The ability to present complex information in a concise, understandable format
- Ability to interact positively and collaboratively with Community Mental Health Service Programs (CMHSP) and Substance Use Disorder Service Providers (SUDSP), co-workers, and community representatives from diverse cultural and socio-economic backgrounds
- Use of a personal computer (PC) for administration and communication
- Use of Microsoft Office; and
- The ability to legally drive within the State of Michigan

| <b>Responsibilities</b>  | <b>Designated Back Up:</b>              |
|--|---|
| Engage priority population individuals identified by the MSHN Access Center, MSHN Utilization Management department, SUD providers, CMHSP access centers, referrals from community agencies, Michigan Department of Corrections (MDOC), and calls initiated by the individual.   | Utilization Management (UM) Specialists |
| Manage all referrals for corrections involved (i.e., MDOC) and non-corrections involved priority populations, ensure connection to an appropriate treatment provider at the appropriate ASAM level of care, and provide timely communication back to referral sources, especially MDOC. May engage other MSHN staff/departments to assist with facilitating referrals but will retain oversight responsibility for tracking and resolution of referrals. | Access Specialists                      |
| Provide backup assistance for the MSHN Access Center, including answering phone calls, providing information, conducting brief triage, clinical screenings, and facilitating referrals to appropriate programs and services based on the individual’s needs and preferences.   | Access Specialists                      |
| Provides training and support to CMHSP and SUDSP provider networks about PIHP access and referral processes, including special requirements for priority populations.  | UM Administrator                        |
| Monitor priority population admission reports and provide technical assistance as needed for continuous quality improvement.   | UM Administrator                        |
| Monitor timeliness indicators and related provider corrective action plans as it relates to priority populations.  | UM Administrator                        |
| Makes recommendations for policies, procedures and/or protocols relating to priority populations to enhance provider performance improvement and facilitate availability of ongoing technical assistance reference materials.  | UM Administrator                        |

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| Act as PIHP liaison with local MDOC supervisors and agents; engage in regular communication with MDOC probation/parole offices to look for opportunities to enhance collaboration and improve services for individuals under the supervision of MDOC.   | UM Administrator   |
| Provide regular outreach to community organizations and referral partners to raise awareness of available services and supports for all, with a special focus on priority populations.  | UM Specialists     |
| Collaborate with SUD providers to clarify and resolve issues and ensure services are provided as contracted for individuals under the supervision of MDOC, including monthly reporting requirements to probation/parole agents.   | UM Administrator   |
| Effectively engages with people (staff, clients, doctors, agencies, etc.) from diverse backgrounds to reduce cultural and socio-economic barriers between clients and institutions.   | N/A                |
| Provides substance use disorder screening to applicable clients to connect them with appropriate clinical services and engagement in a Recovery Oriented System of Care Model (ROSC).   | Access Specialists |
| Partner with SUD providers to facilitate discharge planning and transitions of care for individuals stepping down from high-intensity services to lower levels of care (ie: residential to outpatient, etc). Assists in relapse prevention and decreasing recidivism by providing education and self-management support, connections to community supports (e.g., housing, social, financial, educational, legal), recovery coaching, crisis planning and ensuring timely access to necessary follow up services. | UM Specialists     |
| Maintain data tracking for individuals served and submit reporting as required by MDHHS as it relates to MDOC and priority populations and other reporting areas as assigned.   | UM Administrator   |
| Assists SUD provider network with linking individuals to supports and services to address social determinant of health needs or gaps in health services   | UM Specialists     |
| Establish and maintain positive working relationships with beneficiaries, network providers, community partners and regulatory agencies.  | N/A                |
| Coordinates with MSHN Customer Service Department to respond to inquiries and concerns with a supportive approach and to involve other internal and/or external stakeholders in the issue resolution process.   | UM Administrator   |
| Attend and participate in various state, regional and local workgroups, and other meetings to gain an understanding of MDHHS requirements, CMHPSM requirements and ensure data being provided is meeting these requirements.  | UM Administrator   |
| Assist in identifying provider network training needs to improve data reporting; assist in designing and delivering training to SUD providers and other regional staff.   | UM Specialists     |
| Observe all rules of confidentiality as it relates to beneficiary protected health information, both internally and in dealing with outside individuals and/or agencies.  | N/A                |
| Be knowledgeable about and actively support: <ul style="list-style-type: none"> <li>• culturally competent recovery-based practices,</li> <li>• person centered planning as a shared decision-making process with the individual, who defines his/her life goals and is assisted in developing a unique path toward those goals, and</li> <li>• a trauma informed culture of safety to aid consumers in the recovery process</li> </ul>   | N/A                |

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| <ul style="list-style-type: none"> <li>principles and practices of diversity, equity, and inclusion</li> </ul> |  |
| Perform other duties as assigned   |  |

**Compensation**

This is a full-time, salaried position with additional benefits. Minimum hours will be 40 per week. The schedule will be set in conjunction with the needs of the organization as approved by the Utilization Management Administrator.

**Environment & Safety**

**Minimum Physical Requirements**

- Ability to exert/lift up to 25 pounds of force occasionally and/or up to 15 pounds frequently and/or up to 10 pounds constantly to move objects;
- Ability to sit for extended periods of time;
- Ability to travel offsite for various meetings, activities, and events; and
- Ability to use computer, telephone, copy machine and various office equipment.

**Work Environment**

- Remote home office environment with occasional (monthly) in-office attendance
- Occasional travel by automobile.

To carry out this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

My signature below affirms that I have reviewed the job description and agree that it accurately reflects the scope of the position for which I am responsible.

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Employee Signature Date

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Supervisor Signature Dat