



JOB POSTING
Clinical

Remote Hospital Authorization Clinician - Spokane

POSITION SUMMARY: The Hospital Authorization Clinician provides support to the Spokane Contract by responding to calls received from the HA Spokane line. The clinician is a qualified Mental Health Professional who is independently licensed in the state of Washington.

QUALIFICATIONS AND EXPERIENCE NEEDED:

- Mental Health Professional status per WAC 388-865-0238.
- Must have full clinical independent license in the state of Washington
- Master's degree in social sciences and two years' supervised experience working with individuals with severe and persistent mental illness.
- Evidence of ability to develop and maintain effective working relationships
- Evidence of strong clinical skills
- Evidence of ability to work effectively in a stressful environment
- Evidence of ability to work with a team of clinical staff and volunteers
- Evidence of ability to work independently

SUPERVISORY RESPONSIBILITIES, IF ANY: None

POSITION REPORTS TO: Crisis Line Manager, in collaboration with Hospital Authorization Supervisor

COMPENSATION: \$24.00 per hour PLUS qualifies for on-call pay for certain identified shifts.

DATE UPDATED: 12/14/18

TO APPLY: Send resume with cover letter to jwinslow@crisisconnections.org

Crisis Connections is an equal opportunity employer. We value having employees whose skills, experience and background reflect the diverse populations we serve.

JOB COMPETENCIES

Hospital Authorization

1. Responds to Hospital Authorization Line calls, screening referrals for medical necessity eligibility using Adult and Child Level of Care Utilization Screening Systems.
2. Contacts the psychiatrist according to the on-call schedule for all adult and pediatric denials,-and other situations as appropriate.
3. Accurately and fully conveys all necessary information, confirms and fully records reasons for denials.
4. Considers alternatives to hospitalization and enlists psychiatric consultation when appropriate.
5. Accurately and thoroughly completes and maintains all required paper documentation and electronic data entry.
6. Completes all authorizations within one hour of receiving complete referral information and meets all timeline requirements, completing data entry and paper document dissemination for all authorizations within daily shift.
7. Participates in quality assurance process, including documentation review and peer consultation, and keeps current on HA procedures.
8. Responds to quality assurance review of completed screenings, makes necessary adjustments, per the QA tool, and returns QA tool in the expected timeframe.

Training and Professional Development

1. Maintains required registration and keeps updated on current professional literature and trends in mental health field.
2. Maintain a minimum of 12 hours of training per FTE on approved topics relevant to the job function.
3. Attends staff meetings as requested by supervisor.

Quality and Quality of Work/Work Habits

1. Arrives at work on time and maintains regular attendance; working assigned shifts and other shifts when needed.
2. Participates with the on-call pager rotation with the clinical team as assigned.
3. Follows personnel policies and procedures.
4. Written and verbal communication is clear, concise, accurate and thorough.
5. Demonstrates genuine relationships by cooperating with others, handling disagreements directly with the person(s) concerned in a truthful and open manner, and accepting constructive feedback.
6. Shows respect to co-workers, volunteers and customers/clients.
7. Meets regularly with supervisor and as needed.
8. Makes appropriate use of supervisor.
9. Promotes a healthy work environment by demonstrating collaborative decision-making and team-building behaviors; provides peer support, and motivates staff and volunteers to outstanding performance.
10. Suggests solutions to identified problems.