



VTMHI Senior Patient Care Coordinator

Hours: 30 hours per week

Compensation: \$45,000-\$50,000 annually

Summary

VTMHI Patient Care Coordinators are an essential part of the care team, ensuring referred patients have access to the care they need by connecting patients with volunteer mental health providers. This patient-facing role is the connector between patient, referring free and charitable clinic, and volunteer mental health provider. This linchpin of the VTMHI team creates connections for seamless and coordinated care delivery. The Senior Patient Care Coordinator also provides team scheduling and workflow support to the team so as to optimize the patient care coordination experience.

Responsibilities and Duties

- Receive and manage free and charitable clinic referrals for pro bono therapy services
- Coordinate intake process for new patients, including eligibility verification, creation of patient records, matching with provider, and confidential document management
- Manage appointment scheduling, confirmation, and associated follow-up
- Connect patients with volunteer providers based upon patient needs/availability and volunteer expertise
- Respond to patient calls, emails and questions; triage requests and needs as appropriate
- Support clients in treatment plan compliance by building connections with clients and actively addressing potential barriers to care
- Confidentially manage patient accounts and appointments
- Data input and reporting as needed for referring clinics, participating providers, and funding requests
- Support patients with telehealth connectivity as needed
- Collaborate with VTMHI team to creatively address patient connectivity challenges
- Collaborate with VTMHI team and referring clinics to provide community resources and referrals for care and support
- Work as a team player to ensure each patient receives the best care possible

Additional Competencies

- Patient, kind, and understanding
- Provides exceptional customer service including willingness to problem solve to address patient challenges
- Strong organizational and computer skills with an ability to be attentive to details
- Demonstrated knowledge, sensitivity, and ability to explore, understand, communicate with, and effectively interact with people across cultures and experiences
- Heart for serving the medically underserved

Qualifications

- Free and charitable clinic, safety net, or comparable nonprofit experience preferred
- Mental health expertise and training highly preferred (e.g., QMHP, MSW, BSW)
- Bilingual in English/Spanish is a priority need
- A background check will need to be completed; however, factors will be considered for applicants with a criminal history such as the nature of the crime and its relationship to the position, time since the conviction, number of offenses, and the risk posed to the organization, leadership, and constituents.



Commitment and compensation

- Part-time employee position with flexible paid time off. No other benefits provided.
- Approximately 30 hours a week. Combination of day and early evening hours.
- Annual salary \$45,000 to \$50,000.
- All project requirements will be carried out remotely using company-provided equipment; no office space provided.

How to Apply / Requirements

- Email a Resume and Cover Letter with the subject line “VTMHI Patient Care Coordinator” to Tom Anesta, Operations Manager, at tom@ehealthvirginia.org.
- This is a fully remote position and applicants must reside in Virginia to be considered.
- Applications will be reviewed and interviews scheduled on a rolling basis. First round review will close May 10, 2024.

About VTMHI

The Virginia Telemental Health Initiative (VTMHI) is a first-of-its-kind statewide virtual free mental health clinic that provides telemental health services to un- and under-insured patients by collaborating with Virginia’s free and charitable clinics and pre-licensed mental health providers in the process of completing licensure.

VTMHI matches pre-licensed mental health providers in the process of completing licensure with a clinical supervisor to achieve needed patient contact hours while providing pro-bono services to patients of participating free and charitable clinics. This structure aims to accelerate the path to licensure and give providers invaluable experience serving people of different backgrounds in need of mental health services.

More information about this program can be found at www.virginiatelementalhealth.org.

If you have any questions regarding this opportunity, please email VTMHI staff at admin@ehealthvirginia.org.

Updated: April 23, 2024