



Behavioral Health Coordinator Job Description

El Sol Neighborhood Educational Center is a nonprofit organization in Southern California devoted to empowering our communities to lead healthy lives & access to health care; safe, affordable housing; opportunities for education; and the leadership skills to eliminate disparities. El Sol NEC's mission is for community members to reach personal empowerment to move towards self-sufficiency and contribute to their community's well-being.

The Behavioral Health Coordinator at El Sol Neighborhood Educational Center plays a critical role in coordinating care and support for members experiencing behavioral health conditions. This position focuses on facilitating access to services, ensuring seamless transitions of care, and promoting effective interventions for members, particularly those with Serious Mental Illness (SMI) and/or Substance Use Disorder (SUD). The Behavioral Health Coordinator collaborates within a multidisciplinary care team to streamline communication, integrate behavioral health strategies, and enhance members' ability to navigate complex health systems.

Positions available: 1

Salary range: \$52,000 - \$56,243 yr. / \$25.00 - \$27.04 hr.

Benefits: Vacation, sick, and holidays (according to El Sol NEC policies)

Travel: 40 – 60%

Employment: Full-Time, Non-exempt

Classification: Hybrid Remote 40%

Schedule: Variable (M – F, 8:00am – 4:30pm, evenings and occasional weekends as required)

Department: Programs

Reports to: RN Care Manager

Job Level: A3

Minimum requirements:

- 2+ years of related/equivalent experience in a healthcare or social services role w/BA or 4+ years of related/equivalent experience in healthcare or social services role with some college; 60 units.
- Bilingual (Spanish/ English; speak and write) preferred.
- Receive clearance from an FBI background check (Custodian of Records for DOJ).

Qualifications:

- Minimum of 2 years of experience coordinating care for individuals with behavioral health needs, particularly those with SMI and/or SUD.
- Knowledge of evidence-based behavioral health practices, including motivational interviewing and brief intervention strategies.
- Strong organizational skills to manage caseloads, coordinate patient registries, and facilitate care transitions.
- Demonstrated ability to collaborate within a multidisciplinary care team, ensuring seamless communication and service integration.
- Proven ability to multitask, prioritize responsibilities, and effectively manage time in a dynamic healthcare setting.



- Attention to detail and accuracy in documentation, data entry, and care coordination tasks.
- Ability to navigate and address the needs of a diverse, multicultural population.
- Strong work ethic, professional demeanor, and discretion when handling sensitive information.
- Ability to adapt to a fast-paced environment, manage interruptions, and adjust to shifting priorities.
- Knowledge of local social services and healthcare resources to support members' holistic needs.
- Experience in coordinating health education programs, implementation, and ongoing management.
- Familiarity with motivational interviewing techniques to enhance member engagement.
- Understanding of and connection to the community being served to facilitate resource coordination.
- Ability to perform physical tasks, including prolonged sitting/standing, bending, moving, and lifting up to 50 lbs.

Responsibilities:

- Coordinate care for a primary caseload of members with behavioral health needs, ensuring appropriate interventions and service connections for Tier 1 and Tier 2 members.
- Implement brief therapeutic interventions to help members better manage their health and well-being.
- Conduct and coordinate brief behavioral health interventions and crisis response efforts.
- Facilitate "warm hand-offs" to crisis resources, ensuring timely and appropriate connections to needed services.
- Educate members and their families about chronic medical and behavioral health conditions to improve health literacy and adherence to evidence-based treatment.
- Provide ongoing training and support to enhance care team coordination and effectiveness.
- Serve as a key liaison between Primary Care Providers (PCPs), specialists, and ancillary services to optimize access to medical and behavioral health resources.
- Ensure smooth care transitions by coordinating with psychiatric hospitals (M1) and collaborating with the IEHP transitions of care team for M2 admissions/discharges.
- Track and analyze medical and behavioral health outcomes using patient registries to assess progress, trends, and treatment effectiveness.
- Partner with members to establish and integrate health and wellness goals into their Shared Care Plans, supporting continuity across Providers and the care team.
- Actively participate in Care Team meetings, case reviews, and ad hoc case discussions to enhance care coordination.
- Maintain continuous engagement with members through in-person and phone-based interactions to ensure ongoing support and follow-up.
- Apply evidence-based approaches, such as motivational interviewing, to foster collaboration, build trust, and empower members in their health journey.
- Assist the RN Care Manager in reviewing Member Comprehensive Health Assessments (CHAs), providing insights to maintain high-quality, coordinated care.
- Perform other duties as assigned.

Application Process:

If you would like to apply to this role, please email your resume to: Humanresources@elsolnec.org

El Sol Neighborhood Educational Center is an Equal Opportunity Employer. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.