

**Job Title:** Behavioral Health Resource Liaison  
**Department:** Department of Psychiatry and Behavioral Medicine  
**Reports to:** Senior Program Manager, CPAN  
**Supervises:** No  
**Grade/FLSA:** 016/Exempt  
**Job Code:** 1537  
**Job Group:** Clinical  
**Essential:** No  
**Revision Date:** 12/27/2024

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**JOB SUMMARY:**

The Behavioral Health Resource Liaison functions as a part of the CPAN/PeriPAN, (Child Psychiatry Access Network/Perinatal Psychiatry Access Network) team. The Behavioral Health Resource Liaison works with a multidisciplinary team and communicates with internal and external stakeholders such as pediatricians, primary care physicians, obstetricians, nurses, referral coordinators and psychiatrists. This position answers phones and texts, responds to requests for consultation and referral assistance to PCPs treating children, adolescents, young adults, and perinatal women with behavioral health issues. In addition to providing consultation and referral resources to enrolled providers, this position will assist with maintenance of the referral database, program development, marketing of the CPAN/PeriPAN program, and provision of training to PCPs on CPAN/PeriPAN utilization and child, adolescent, and perinatal behavioral health.

**MAJOR RESPONSIBILITIES / DUTIES / CRITICAL TASKS:**

- Answers phone calls, texts, and responds to requests for consultation and referral assistance to PCPs treating children, adolescents, young adults, and perinatal women with behavioral health issues.
- Maintains referral database, program development, marketing of the CPAN/PeriPAN program.
- Facilitates training to PCPs on CPAN/PeriPAN utilization and child, adolescent, and perinatal behavioral health.
- Obtaining patient information to assist in determining the behavioral health needs of PCP's patient.
- Identifies patient barriers to accessing care, including social, financial, and logistical factors.
- Provides information on mental health, substance use treatment options, and available community resources to the providers and/or support staff.
- Identifies appropriate referrals and disseminates to providers and support staff.
- Accurately and efficiently completes documentation associated with all tasks in keeping with policies and procedures.
- Participates in community outreach activities to raise program awareness as needed.
- Participates in regular team and 1-on-1 meetings.
- Performs other related duties incidental to the work described, such as attending trainings and regular team meetings.

- Participates in programmatic workgroups and committees.
- Coordinates and supports Direct Consultations, when needed.
- Maintains a comprehensive knowledge of available community behavioral health resources and services.
- Other duties as assigned.

**ACCOMPANYING KNOWLEDGE, SKILLS, ABILITIES AND COMPETENCIES:**

- Functions as a member of an interdisciplinary team.
- Efficiently and effectively interacts with team members, internal and external partners to accomplish essential tasks.
- Competent to provide assessment and referral services for patients of primary care providers.
- Uses excellent oral and written communication skills.
- Handles confidential and/or sensitive information with discretion and adherence to HIPAA rules.
- Promotes the UTHSCT mission, vision, and values by action. Demonstrated knowledge working with deadlines and under pressure and the subsequent ability to prioritize tasks.
- Ability to be flexible, make sound decisions, and demonstrate problem-solving skills.
- Excellent written and verbal skills.
- Excellent customer service skills
- Professional behavior with sound work habits.
- Capacity to function at a high level in a fast-paced working environment.
- Ability to multi-task and pivot to a higher priority task quickly.
- Advanced knowledge of Microsoft Office products (Word, Excel, etc.).

**REQUIRED EDUCATION / EXPERIENCE:**

- Bachelor's degree in Social Work, Psychology, or related field required.
- One (1) year experience working with pediatric and/or perinatal behavioral and mental health patient populations.
- Two (2) years of professional experience working in a health care or educational (preferably k-12) setting.
- A combination of education and experience may be considered.

**PREFERRED EDUCATION / EXPERIENCE:**

- Master's degree in Social Work, Psychology, or related field strongly preferred.
- Licensed provider (ex: LMSW) or equivalent experience.

## WORKING ENVIRONMENT:

Office environment.

- Does this position have routine and direct exposure to patients (Health Care Personnel)? **No**
- Does this position have potential blood borne pathogen exposure? **No**
- Does this position need to enter air-borne isolation rooms or be exposed to hazardous air-borne contaminants and therefore have to be fit tested for respirator? **No**
- Does this position perform point of care testing that requires color validation or does the position work in a laboratory position that requires color vision testing? **No**
- Does this position mix or administer hazardous drugs (chemotherapeutic drugs)? **No**

| Physical Requirements                          | (Percent of time) |
|------------------------------------------------|-------------------|
| Lift, Push, Pull – Things/Objects up to 75lbs: | 0%                |
| Bending/Stooping:                              | 5%                |
| Gripping/Pinching (forceful/repetitive):       | 10%               |
| Kneeling/Squatting:                            | 0%                |
| Reaching Forward:                              | 5%                |
| Reaching Overhead:                             | 5%                |
| Typing/Computer Use:                           | 95%               |
| Climbing, Crawling, Digging:                   | 0%                |
| Driving Car or Truck:                          | 0%                |
| Operating Heavy Equipment or Tools:            | 0%                |
| Working at Heights:                            | 0%                |
| Walking:                                       | 10%               |
| Sitting:                                       | 95%               |
| Standing:                                      | 10%               |

## SUPERVISION OF OTHERS:

This position is not a supervisory role.

## OTHER:

This position is considered “**Non-Essential**” and assigned to an employee whose presence is not essential during a declared emergency status, but who cannot leave until released by supervisor and must return to work as usual under routine operations after the emergency status has ended.

Specific job requirements or physical location of some positions allocated to this classification, may render this position security sensitive, and thereby subject to the provisions of Section 51.215, Texas Education Code.

The above statements describe the level of work performed and expected in general terms. The statements are not intended to list all the responsibilities, duties, and/or skills required of employees so classified, and the content herein is subject to change due to the business needs of UT Health East Texas North Campus, with or without notice.

Furthermore, nothing in this job description shall be interpreted to be in conflict with or to eliminate or modify in any way the employment-at-will status of UT Health East Texas North Campus staff.

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**SIGNATURE OF EMPLOYEE**

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**SIGNATURE OF SUPERVISOR**

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**DATE SIGNED**