

POSITION TITLE: SPECIALTY DOCKET PROGRAM COORDINATOR

CENTER:	Child and Adult Clinical Services		DEPARTMENT:	Access and Adult Clinical Services	
LOCATION:	Peterson				
FSLA STATUS:	Non-Exempt		INCLEMENT STATUS:	Non-Essential	
GRADE:	10	SCHEDULE:	FT	GROUP:	30

GENERAL STATEMENT OF RESPONSIBILITIES:

This is an FLSA non-exempt position. The Specialty Docket Program Coordinator is responsible for coordinating services and supporting program operations for Region Ten's treatment specialty docket programs, including Therapeutic Docket (TD) and Charlottesville-Albemarle Recovery Court (RC). Responsibilities include coordinating referrals, assessments, treatment orientation, and transitions between jail, hospitals, residential treatment, and outpatient services; tracking participant engagement and treatment needs; facilitating communication between treatment providers, community partners, participants, and the court; and supporting the overall case coordination process.

The coordinator works closely with RC and TD treatment teams to ensure participants are connected to appropriate services and that transitions between levels of care occur efficiently and with continuity. The incumbent is expected to follow established Region Ten policies, program procedures, and professional standards while demonstrating sound judgment, strong organization, and effective communication.

MAJOR DUTIES:

1. *Receive TD and RC referrals and coordinate assessments, treatment orientation, and connection to appropriate behavioral health services for new and existing participants.
2. *Coordinate required clinical and administrative processes, including scheduling SUD and other behavioral health assessments, facilitating completion of releases of information, treatment orientation requirements, and other documentation needed for admission to services.
3. *Coordinate and track transitions for participants entering or discharging from jail, hospitals, crisis services, residential mental health or substance use treatment, and Adult Outpatient services to promote continuity of care.
4. *Coordinate with jail staff and Region Ten clinicians to arrange behavioral health and substance use assessments for participants who are incarcerated and ensure assessment results and treatment recommendations are communicated to appropriate treatment and court partners.
5. *Facilitate referrals to residential and other higher levels of care and coordinate with clinical staff, Recovery Support Services, court partners, and community providers regarding treatment recommendations, admission plans, bed dates, release planning, and transportation needs.
6. *Coordinate required authorizations and service-access processes, including authorization and other Medicaid or program requirements, in collaboration with clinical and administrative staff.
7. *Gather relevant information from treatment providers and community partners for weekly court reporting; facilitate communication among providers; and assist with weekly court staffing and case review preparation.
8. *Serve as a primary point of contact for TD and RC participants, treatment providers, court partners, and other community agencies regarding treatment coordination and program-related needs.
9. *Maintain accurate program tracking systems and assist with collection, monitoring, and reporting of programmatic, fiscal, outcome, and grant-related data.
10. *Support adherence to program, contract, grant, documentation, confidentiality, and reporting requirements and identify barriers or clinical concerns requiring consultation or escalation to the Director.
11. Other job responsibilities as needed/requested.

QUALIFICATIONS:

EDUCATION:

- Master's degree in a human services, behavioral health, social work, psychology, criminal justice, or related field is required. Relevant professional experience may be considered in lieu of a Master's degree.

EXPERIENCE:

- Experience with care coordination, case management, program coordination, or related services within a behavioral health, substance use, human services, or criminal justice setting preferred.
- Experience working collaboratively with behavioral health providers, courts, correctional settings, hospitals, residential treatment providers, or other community partners strongly preferred.

CERTIFICATION/LICENSE:

- Professional license preferred but not required.
- Must be registered with Virginia Department of Health as Resident or Supervisee within 6 months of hire if not already licensed

KSAS

Knowledge of: behavioral health and substance use treatment systems; basic principles of care coordination and continuity of care; general understanding of the criminal justice and treatment court systems; the intersection of mental health, substance use, and justice involvement; basic understanding of levels of care and the ASAM framework; Medicaid/ARTS service authorization processes; confidentiality requirements; and electronic health record systems.

Skills in: coordinating multiple services and providers across different systems; strong organization, time management, and follow-through; tracking multiple participants and time-sensitive tasks simultaneously; professional oral and written communication; problem-solving; maintaining accurate records; data entry and basic data tracking; and communicating effectively with participants, clinicians, court personnel, correctional staff, community providers, and agency leadership.

Abilities to: manage multiple priorities and deadlines in a fast-paced environment; independently follow cases and identify outstanding needs or barriers; communicate effectively across behavioral health, criminal justice, and community systems; build collaborative working relationships with individuals of diverse backgrounds and experiences; maintain confidentiality and appropriately manage sensitive information; recognize concerns requiring clinical consultation and seek guidance from the Director; and demonstrate flexibility, professionalism, and sound judgment when responding to changing participant and program needs.

POSITION ORGANIZATION CHART:

Director II

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Specialty Docket Program Coordinator

I have reviewed this job description and acknowledge the duties as well as the included KSA (knowledge, skills, abilities). I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date