**EL DORADO COUNTY COMMUNITY HEALTH CENTER**

**JOB DESCRIPTION**

**JOB TITLE:** Integrated Behavioral Health Manager

**REPORT TO:** Director of Behavioral Health

**DIRECT REPORTS:** Integrated Behavioral Health Clinicians, other Clinical Behavioral Health Staff

**JOB SUMMARY:** Under the direction of the Behavioral Health Director, the Integrated Behavioral Health Manager will be engaged in operations of the Integrated Behavioral Health program, as well as providing clinical Behavioral Health therapy; collaborating with other El Dorado Community Health Center staff in the delivery of optimum integrated health care to EDCHC patients. The Integrated Behavioral Health Manager will provide individual, group, family, and/or other psychotherapy (within limits of experience and educational background). The Integrated Behavioral Health Manager will help develop protocols and procedures, and maintain and monitor the quality assurance process for the Integrated Behavioral Health program. This is position is grant funded to December 31, 2022.

**JOB DUTIES AND RESPONSIBILITIES**

**Essential Duties and Responsibilities:**

**Program Management:**

1. Provides program administration and support to the Integrated Behavioral Health team including development and oversight of program components focused on addressing integrated behavioral health with the guidance of and coordination with the Behavioral Health Director; facilitates program meetings; ensures effective scheduling for the program; and manages grant requirements.
2. Develops and monitors program implementation and evaluation using tracking tools to ensure the completion of program tasks and objectives.
3. Coordinates the response to requests for data from state, federal and grant requirements .
4. Keeps abreast of policies, legislation, and research related to integrated behavioral health programs within a primary care setting and facilitates with the Behavioral Health Director the adoption of best practices.
5. In collaboration with others, participates in the analysis and interpretation of data to evaluate program efficacy and identify community health needs.
6. Participates in community networks that support program goals, objectives and which facilitate client referral, service linkage and outreach as needed.
7. Assist with the creation, implementation and analysis of qualitative and quantitative training needs, assessments and training effectiveness.
8. Assist in the hiring and operating of Integrated Behavioral Health staff and volunteers.
9. Monitor performance of multiple Behavioral Health Clinicians.
10. Conduct quality assurance and utilization review and collaborate in the development and oversight of the treatment curriculum.
11. Participates in outreach activities, such as speaking engagements, agency sponsored health affairs, newspaper articles and so forth.
12. Supports and contributes to efforts to maintain and improve patient satisfaction in all aspects of health care delivery.
13. Performs other duties as assigned.

**Psychotherapy Services**

1. Assume management responsibilities for assigned patient cases follow established procedures pertaining to the maintenance of accurate and complete behavioral health records.
2. Monitor, refine/modify workflow, schedules and systems to achieve organization and contract deliverables for the Behavioral Health department.
3. Identify and implement best practices for Integrated Behavioral Health care within a primary care health center setting.
4. Participate in all required clinical meetings, and is responsive to Center quality assurance procedures, Center peer review and utilization procedures; attend senior management meetings when requested.
5. Participate in developing of program operating budget; in collaboration with CFO, monitor program’s financial performance and recommends efficiencies.
6. Manage all contract aspects for behavioral health; including proposals and renewals.
7. Ensure many opportunities for staff professional development, as well as a system to evaluate staff performance.
8. Provide accurate, detailed reports, as specified by funding sources.
9. Facilitate staff meetings, and in-services training, if needed.
10. Establish and maintain expertise and leadership presence in field of subject matter.
11. Work in partnership with the Medical Director and other senior managers to develop inter-departmental and inter-agency relationships to ensure a continuum of care for clients.
12. Perform other duties as assigned.

**Supervisory Responsibilities:**

Directly supervises Clinical Behavioral Health Staff; carries out supervisory responsibilities in accordance with the organization’s policies and applicable laws.  Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and engaging employees; addressing employee relations and resolving problems/conflicts, including termination if appropriate.

**Community Contribution/Customer Satisfaction**

1. Support and contribute to efforts to maintain and improve client satisfaction in all aspects of health care delivery.
2. Participate in at least one outreach activity a quarter such as appearance on TV/radio programs, health topic speaking engagements, agency-sponsored health fairs, newspaper articles and so forth.

**Safety**

1. Maintain current knowledge of policies and procedures as they relate to safe work practices.
2. Follow all safety procedures and report or resolve unsafe conditions to ensure an injury-free work environment.
3. Use appropriate ergonomic measures to reduce risk of work-related injuries.
4. Assure adherence to infection control procedures in the clinic, including bloodborne pathogen protocols.

**KNOWLEDGE, SKILLS AND ABILITIES**

* Knowledge of:
  + The delivery of health care services within the primary care setting
  + Strong commitment to the Mission, goals and work of community health centers.
  + Principles of management and supervision
  + Demonstrated understanding of behavioral health services including mental health, addiction and psychiatric illness and its treatment
  + Community health center or outpatient behavioral health department operations; nonprofit, rural setting highly desirable.
* Skills in:
* Excellent interpersonal and decision-making skills, with the ability to lead and inspire a team to high performance level;
* Supervision and development of therapists, counselors/social workers;
* Being well organized, skilled in setting priorities and tracking outcomes;
* Strong interpersonal and communication skills (written & oral); with strong analytic and critical reasoning skills
* Microsoft office suite: Word, Excel, PowerPoint
* Ability to:
* Ability to work with a multidisciplinary team and provide guidance, leadership and direction to achieve program goals hold reputation for excellence and high quality service to clients;
* Demonstrate analytic and organizational skill and strong management ability as demonstrated in previous employment including the ability to work effectively as a team leader and team member.
* Multitask and manage priorities
* Work independently and maintain self-motivation
* Have a high level of attention to detail

**Qualifications:**

To qualify for this position, an individual must possess any combination equivalent to sufficient experience and/or education that would likely produce the required knowledge, skill, and ability requirements listed above. A typical way to acquire the required qualifications would be:

**Experience:**

* At least four (4) years of clinical experience in behavioral health in a health center setting
* At least three (3) years of program management/coordination experience in a healthcare setting.
* Experience with the underserved/underinsured populace is desired

**Education and Licensing Requirements:**

* Graduate of an accredited institution with a Master’s Degree/Doctoral program in psychology or social work.
* Current, valid, unsuspended Licensed Clinical Social Worker (LCSW), or Licensed Clinical Psychologist (Ph.D.), in the State of California

**OTHER**

* Current valid CPR Certification is required.
* Meet and maintain all criteria for EDCHC’s Provider Credentialing/Privileges (copy attached).

**Physical Requirements:**

Normal health center/interior office/community environment. See, hear, talk, walk or move about, sit and/or stand for long periods of time, reach, stoop, bend, lift up to 25 lb.; repetitive hand movement; use and view a computer; use a calculator, operate fax, copier, telephone and car; read and write English.

**FLSA Status:** Exempt

**Note:** The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential job functions.

I have read and understand the job description for my position, grant funded Integrated Behavioral Health Manager.

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Name Date