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**JOB DESCRIPTION**

**POSITION TITLE:** Behavioral Health Director **REPORTS TO:** Executive Director

**DEPARTMENT:** Behavioral Health **EMPLOYMENT STATUS:** Salary, Exempt - Executive

**LOCATION:**

**JOB PURPOSE:**

Directs the Integrated Behavioral Health (IBH) and Specialty Behavioral Health (SBH) / Behavioral Health Organization (BHO) programs and BH staff at xxxxxxxx to achieve the Triple Aim of improving achievement of standards of care across the population served, improving the patient experience of care, and reducing the cost of care. Provides comprehensive behavioral health care to a diverse and underserved patient population across the lifespan, the majority with comorbidity or dual diagnoses. In performing this work, the Behavioral Health Director ensures execution of our mission of *“Assuring access to high quality affordable health care for all”.*  Ideally, this position would spend 75% of their time on administrative duties and 25% of their time on clinical duties. Responsible for assuring compliance with grant and contract requirements and all applicable regulations, achievement of program and budgetary goals and objectives, and contributing to the annual and strategic planning of xxxxxx. xxxxxx manages patient care using a team-based approach to serve patients and works to be accountable for achievement of organizational goals, objectives and outcomes

**JOB QUALIFICATIONS:**

**Education:** Master’s Degree or higher in psychology, counseling or clinical social work required.

**Certification and Licensure:**

* Washington State Licensed Mental Health Counselor, Licensed Independent Clinical Social Worker, Licensed Marriage and Family Therapist or Psychologist required; must qualify as an Approved Supervisor under the Washington State Department of Health’s requirements for supervising license candidates per Washington Administrative Code (WAC) 246-809-234.
* Current BLS certification required.
* Mental Health Professional (MHP) acknowledgment or qualifications to be acknowledged as an MHP from the Department of Behavioral Health and Recovery (DBHR) required.
* Knowledge and experience with substance use disorders and licensure as a Chemical Dependency Professional is preferred.

**Experience:**

* Five or more years direct clinical experience with community health populations, preferably working in an integrated model.
* Two or more years of experience supervising and mentoring employees, including experience as an *Approved Supervisor* as defined per WAC 246-809-234.
* Three or more years in behavioral health program administration, preferably in a medical clinic setting.
* Experience administrating Medicare and Medicaid programs preferred, i.e. the Behavioral Health Organization (BHO) in Washington State or other similar state programs.

**Specialized Skills & Knowledge:**

1. Knowledge of the assessment and treatment of the full range of behavioral health disorders including familiarity with the use of psychotropic medications. This includes skills in assessments and report writing, counseling (short term treatment and crisis intervention), support group organization and facilitation, and consultation).
2. Ability to lead and manage in a rapidly changing environment and to expand the scope of services into new areas of expertise, including behavioral health services for children and families, and screening and provision of counseling and medication assisted therapy for substance use disorders.
3. Working knowledge of the local community behavioral health resources.
4. Knowledge of and commitment to providing care in an integrated model in which BH providers work in collaboration with and as part of the clinical care team with primary care providers, psychiatrists, nursing staff, and medical assistants to treat patients.
5. Excellent managerial skills with the ability to plan, organize and follow through in a timely manner.
6. Ability to provide leadership and guidance in a supervisory role and the flexibility to function as a team member at the management and senior leadership level.
7. Knowledge of legal requirements associated with the provision of behavioral health services, i.e. HIPAA, responding to requests from legal authorities, court orders, and the like regarding patient information and testimony.
8. Knowledge of general medical practice models and processes such as office procedures, medical records, and health insurance billing.
9. Outstanding written and verbal communication skills.
10. Ability to work collaboratively with diverse individuals and situations including strong problem solving and conflict resolution skills.
11. Ability to understand and respond effectively and with sensitivity to special populations served by xxxxxx. Special populations include those defined by race, ethnicity, language, age, sex, sexual orientation, economic standing, disability, migrant and seasonal workers, homeless, people living with HIV/AIDS, and others.
12. Knowledge of continuous quality improvement processes.
13. Proficient with computers & applicable software (i.e. Microsoft Word, Excel, Outlook, Internet, Electronic Medical Records, PowerPoint and other applicable software).
14. Use of patient registries to track progress towards achievement of mutually identified goals for selected patients.
15. Ability to travel for training, collaboration with other organizations, oversight of satellite clinics, and to other areas of community as necessary.

**Blood-Borne Pathogens Exposure:** Risk Level: No Risk

This position’s roles and functions in our team-based model include:

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| --- | --- |
| **JOB DUTIES AND RESPONSIBILITIES** | **JOB PERFORMANCE STANDARDS** |
|  |  |
| **Communication:** | 1. Asks for direction when unsure of job expectation.
 |
|  | 1. Makes suggestions and addresses concerns in a constructive manner.
 |
|  | 1. Utilizes appropriate channels of communication in problem-solving and conflict resolution.
 |
|  | 1. Communicates effectively and courteously to all xxxxxx staff.
 |
| **Organization & Time Mgmt.:** | 1. Does not allow personal issues to interfere with workload; keeps social interaction with other staff to a minimum.
 |
|  | 1. Takes and returns from breaks and lunch times in a timely manner.
 |
|  | 1. Maintains a clean, orderly and professional work area.
 |
|  | 1. Seeks out appropriate uses of time during non-busy periods.
 |
| **Safety/CQI:** | 1. Ensures safe work environment and promotes accident prevention.
 |
|  | 1. Utilizes cause for concern form to identify situations that have an impact on care delivery, safety or customer service.
 |
| **Work Ethic:** | 1. Consistently demonstrates strict adherence to policies and procedures.
 |  |
|  | 1. Takes responsibility for own actions and seeks to correct any mistakes.
 |  |
|  | 1. Consistently reports to work on date and time scheduled.
 |
|  | 1. Self-initiates and follows through on assignments in a timely manner.
 |
| **Team Contribution:** | 1. Participates in and supports team meetings, activities, and/or problem solving.
 |
|  | 1. Promotes positive team work and cohesiveness between all staff.
 |
|  | 1. Provides constructive and creative recommendations for improvements in own area of responsibility or the clinics system as a whole.
 |
|  | 1. Acts as a resource, communicates appropriate knowledge, skills and conduct.
 |
| **Service Excellence:** | 1. Maintains a high level of quality, accuracy and neatness in work performed.
 |
|  | 1. Remains calm and tactful during stressful situations, emergencies and confrontations.
 |
|  | 1. Prioritizes customer service and customer satisfaction.
 |
|  | 1. Demonstrates an awareness of and commitment to the goals and mission of xxxxxx.
 |
| **Professionalism:** | 1. Maintains appropriate personal boundaries with clients.
 |
|  | 1. Accepts supervision and criticism in a constructive manner.
 |
|  | 1. Maintains professional appearance appropriate for position.
 |
|  | 1. Maintains organizational and patient confidentiality.
 |
|  | 1. Demonstrates an ability to adapt to change.
 |
| **Job Specific Duties (administrative):** | 1. Directs the planning and development of the BH program, assesses clinic plans and program goals, and provides input for the budget process. This includes exploring and implementing effective, alternative therapies such as groups, Qigong, acupuncture, yoga and peer-led programs.
 |
|  | 1. Represents xxxxxx behavioral health services to other agencies, medical groups, institutions, and the community as necessary.
 |
|  | 1. Participates in xxxxxx continuous quality improvement programs taking leadership for quality improvement initiatives within the behavioral health program.
 |
|  | 1. Assists with grant writing, including planning and development of innovative integrated behavioral health programming.
 |
|  | 1. Coordinates services with other community behavioral health agencies in an effort to maintain a continuum of care and access to services for clinic patients.
 |
|  | 1. Supervises the Integrated Behavioral Health and Specialty Behavioral Health Supervisors to assure management and leadership of behavioral health staff, including selection, training, coaching, evaluating, discipline, and timely performance reviews. Collaborates with Medical Director on supervision of Psychiatrists and Psychiatric ARNPs.
 |
|  | 1. Provides clinical supervision, guidance, and mentoring to interns and newer clinicians, including completion of appropriate documentation required for certification and licensure.
 |
|  | 1. Maintains a staffing plan that provides adequate coverage, access, and expertise to the clinic.
 |
|  | 1. Develop evidence based practices and programs to help patients change behaviors that adversely affect health.
 |
|  | 1. Establishes and achieves outcome measures for behavioral health services reflecting the Triple Aim of Healthcare.
 |
|  | 1. Works in collaboration with the Executive Director, Chief Operating Officer, and Medical Director on needs assessment and program development; may need to research and report information to supervisors/management for issues regarding program development.
 |
|  | 1. Monitors departmental budget and manages the program to achieve long term sustainability.
 |
|  | 1. Participates on the Senior Leadership team in developing annual and strategic plans for organizational development and to monitor and improvement achievement of organizational progress.
 |
| **Job Specific Duties (clinical):** | 1. As part of the clinical care team, support and closely coordinate behavioral health care with the patient’s primary care provider and other providers treating behavioral health.
 |
|  | 1. Screen and assess patients for common mental health and substance abuse disorders.
 |
|  | 1. Provide patient education about common mental health and substance abuse disorders and available treatment options.
 |
|  | 1. Monitor clients (in person or by telephone) for changes in clinical symptoms and treatment side effects or complications.
 |
|  | 1. Support psychotropic medication management prescribed by PCPs, focusing on treatment adherence, attention to side effects, and effectiveness and cost of treatment.
 |
|  | 1. Provide brief counseling or psychotherapy using evidence-based techniques such as behavioral activation, motivational interviewing, or other relevant skills.
 |
|  | 1. Provide or facilitate in-clinic or outside referrals to evidence-based psychosocial treatments (e.g. CBT, IPT, PST) as clinically indicated
 |
|  | 1. Participate in scheduled caseload consultation with the consulting team psychiatrist and communicate resulting treatment recommendations to the patient’s PCP. These consultations will primarily focus on patients who are new to treatment or who are not improving as expected.
 |
|  | 1. Facilitate patient engagement and follow-up in behavioral health care.
 |
|  | 1. Track patient follow-up and clinical outcomes using appropriate data tracking and registry systems (e.g. EMR, ENLI). Document in-person and telephone encounters and use the system to identify and re-engage patients who may be lost to follow-up, are high risk or who are uncontrolled.
 |
|  | 1. Document patient progress and treatment recommendations in so that they can be easily shared with PCPs, the consulting psychiatrist, and other treating providers and/or clinic staff.
 |
|  | 1. Facilitate care plan changes for patients who are not improving as expected in consultation with the PCP and the team psychiatrist. These may include changes in medications or psychosocial treatments or appropriate referrals for additional services.
 |
|  | 1. Facilitate case management, care coordination and/or referrals for clinically indicated services outside the primary care clinic (e.g. social services such as housing assistance, vocational rehabilitation, mental health specialty care, substance abuse treatment).
 |
|  | 1. Complete relapse prevention plans with clients who are in remission.
 |
|  | 1. Participate in training as requested.
 |
|  | 1. Provide ongoing, extended care management and counseling as assigned on a limited basis. This may include addressing legal issues as they arise that involve EMR/chart review and preparation of correspondence
 |
|  | 1. Provide consultation and support to peers and interns. Supervise interns as assigned.
 |
|  | 1. Maintain appropriate and required standards for the position and state licensure.
 |
|  | 1. Screen, prioritize and facilitate access for patients in need of BHC services.
 |
|  | 1. Lead and facilitate the ongoing development of procedures to promote appropriate BH access and care.
 |
|  | 1. Other duties as assigned.
 |

**PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:**

In a typical day, this job involves the activities listed below. Indicate the frequency of performance of each activity by placing a check mark (✓) in the appropriate column.

 R = rarely *(less than 0.5 hour per day)*

 O = occasionally *(0.5 to 2.5 hours per day)*

 F = frequently *(2.5 to 5.5 hours per day)*

 C = continually *(5.5 to 8 hours per day)*

 NA = not applicable

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| --- | --- | --- | --- | --- | --- | --- |
| **Physical Activity** | **R** | **O** | **F** | C | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Sitting |  |  |  | **X** |  |  |
| Stationary standing |  |  | X |  |  |  |
| Walking |  |  |  | **X** |  |  |
| Ability to be mobile |  |  | X |  |  |  |
| Crouching (bend at knee) | X |  |  |  |  |  |
| Kneeling/crawling |  |  |  |  | X |  |
| Stooping (bend at waist) | X |  |  |  |  |  |
| Twisting (knees/waist/neck) |  |  |  |  | X |  |
| Turning/Pivoting |  |  |  |  | X |  |
| Climbing |  |  |  |  | X |  |
| Balancing |  |  |  |  | X |  |
| Reaching overhead | X |  |  |  |  |  |
| Reaching extension | X |  |  |  |  |  |
| Grasping |  |   |  | X |  |  |
| Pinching | X |  |  |  |  |  |
| Pushing/Pulling:  | X |  |  |  |  |  |
|  Typical weight:  Circle the appropriate weight in pounds  **1-10** 11-20 21-30 31-40  41-60 61-80 81-100 >100  |  |  |  |  |  |  |
|  Maximum weight: Circle the appropriate weight in pounds  1-10 11-20 21-30 31-40  41-60 **61-80** 81-100 >100 |  |  |  |  |  |  |
| Lifting/Carrying: |  | X |  |  |  |  |
|  Typical weight:  Circle the appropriate weight in pounds  **1-10** 11-20 21-30 31-40 41-60 61-80 81-100 >100  |  |  |  |  |  |  |
|  Maximum weight: Circle the appropriate weight in pounds  1-10 11-20 21-30 31-40  41-60  **61-80**  81-100 >100 |  |  |  |  |  |  |
| Other physical activities |  |  |  | X |  | Keyboarding & data entry |
|  |  |  |  |  |  |  |
| **Sensory Activities** | **R** | **O** | **F** | **C** | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Talking in person |  |  |  | X |  |  |
| Talking on telephone |  |  |  | X |  |  |
| Hearing in person |  |  |  | X |  |  |
| Hearing on telephone |  |  |  | X |  |  |
| Vision for close work |  |  |  | X |  |  |
| Other sensory requirements |  |  |  | X |  |  |

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| --- | --- |
| **Environmental Factors** | **SPECIFY** |
| Safety requirement: -clothing -required safety equipment -activities performed |  |  |  |  |  | Work with potentially volatile patients who may physically or verbally act out; knowledge of escape route in case of a fire or other. |
| Exposures: -fumes -chemicals -blood or other bodily fluids -cold/heat -dust  |  |  |  |  |  |  |
| Operation of equipment, vehicles or tools |  |  |  |  |  | Computer; Fax Machine; Telephone System |
| Required infection control standards |  |  |  |  |  |  |
| Other environmental factors |  |  |  |  |  |  |

I, the undersigned, acknowledge that I have read the above job description and agree that it defines the position as it currently exists. The undersigned also understand that the above is intended to describe the general content of and requirements for performance of this job. It is not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor.

**Employee Signature: Date:**

**Supervisor Signature: Date:**