**Job Title:** Director of Behavioral Health Care (BHC)

**Department:** Behavioral Health

**Supervisor:** Chief Medical Officer

**FLSA Status:** Exempt

**Approved Date:** 1-1-18

**Position Summary**

The BHC Director leads the inter-disciplinary team of BHCs serving patients throughout xxxxxx to assure safe, effective and efficient delivery of behavioral health services, and to achieve other goals of the department. In addition to management responsibilities, the Director is a BHC and provides clinical and teaching services as described in the BHC duties.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

1. Implements the primary care behavioral health (PCBH) model in xxxxxx sites and services as appropriate, and regularly assesses program effectiveness and performance.

2. Department management:

a. Assists with needs assessment and strategic planning regarding delivery of behavioral health services.

b. Budgets and requests staffing as needed, and assists in the recruitment of BHCs.

c. Coordinates Core Competency training and orientation for newly hired BHCs.

d. Annually evaluates the performance of BHCs in the delivery of clinical services and other assigned responsibilities.

e. Develops and monitors improvement plans for BHCs as necessary.

f. Support the BHC team by communicating, convening meetings, and other means as appropriate to achieve consistent support of team members and service to the organization.

3. Assists with the development and review of policies, procedures, manuals and protocols of the department and that impact the delivery of behavioral health services.

4. Attends manager meetings as appropriate and as requested.

5. Represents the BH Department in communication with the organization and the community.

6. Develops an internal QA program to maintain high quality patient care.

**Competencies**

To perform the job successfully, the following competencies should be demonstrated.

**Attendance/Punctuality** - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

**XXXXXX Culture** - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

**Communications** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

**Customer Service for Internal and External Customers/Patients** - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

**Job Knowledge** - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

**Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

**Planning/Organizing** - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.

**Quality Management** - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

**Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

**Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

**Leadership**

Provides vision, inspires and motivates others to perform well; effectively influences actions and opinions of others; gives appropriate recognition to others; inspires respect and trust.

Defines responsibilities and expectations; sets goals and objectives; ensures progress toward goals; fosters team cooperation; supports group problem solving; includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages training and development; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

Solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services; continually works to improve supervisory skills; addresses difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts; exhibits sound interviewing skills; presents positive, realistic view of the organization; makes quality hiring decisions; works within approved budget; develops and implements cost saving measures; aligns work with strategic goals; displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions; develops workable implementation plans.

Recommends or has the authority to hire, fire, advance or change the status of employees.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

Doctoral level degree in psychology or related field or a master’s degree and three years related experience. Prior leadership and management experience desired.

**Certificates, Licenses, Registrations**

Must have an independent license (e.g., LMFT, LCSW, LMFT, or be a licensed psychologist) to practice in Washington State.

Current driver’s license and auto insurance

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to use hands to finger, handle or feel. The employee is occasionally required to stand; walk; sit and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Employee Signature Date

Employee Print Name

Supervisor Signature Date