

COMMUNITY HEALTH PARTNERS, INC.

Community Health Partners (CHP) believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor CHP to just the work identified. It is our expectation that each employee will offer their services wherever and whenever necessary to ensure the success of our endeavors.

Job Title: Behavioral Health Programs Director
Position Status: Exempt
Effective Date: 6/2021
Reviewed By: Chief Executive Officer

JOB SUMMARY: The Behavioral Health Programs Director is responsible for the overall administration of specialty behavioral health programs and services provided by CHP, including but not limited to the areas listed throughout the job description such as high-quality, efficient delivery of patient-centered care, strong customer focus, staff and patient satisfaction, facilitating improved outcomes, and budget oversight. This position works closely with the Chief Clinic Operations Officer (CCOO) and reports to the Chief Executive Officer (CEO).

SUPERVISORY JOB FUNCTIONS:

Co-manages team members effectively, collaborating with the CCOO and Clinic Directors to develop and retain a qualified team that provides high quality, patient-centered care at maximum efficiency.

1. Sets Specific, Measurable Expectations
 - a. Leads by example by working towards the mission, vision, and strategic goals.
 - b. Follows CHP policies and procedures and ensures employee compliance.
 - c. Understands personnel policies, is able to consistently apply them to employee scenarios.
 - d. Communicates policies accurately and appropriately.
 - e. Understands and accurately communicates job expectations in a specific, measurable way.
 - f. Ensures appropriate staff training (and re-training, as needed) occurs.
2. Gives Feedback
 - a. Recognizes positive team contributions.
 - b. Communicates appreciation for a behavior and connects it to the mission, vision or strategic goals.
 - c. Documents above and beyond contributions (at both the individual and team level).
 - d. Addresses nonperformance in a timely, effective manner:
 - e. Utilizes the coaching steps to engage the employee in their own performance improvement.
 - f. Documents coaching sessions appropriately.
 - g. Utilizes progressive disciplinary measures when appropriate, with support from the HR Manager, CCOO and/or CEO.
3. Staff Development
 - a. Ensures appropriate new staff training occurs.
 - b. Makes a “connection” with all new staff, introduces management team, pertinent team members.
 - c. Reviews overall training schedule, clarifies any location specific expectations (using the CHP FAQ sheet)
 - d. Ensures safety training is completed.
 - e. Assesses effectiveness of training with trainee and trainer prior to employee working independently.
 - f. Devises plans for any supplemental and/or remedial training needed. Follows up accordingly.

- g. Schedules new employees for NEO.
- h. Identifies developmental opportunities for staff members and schedules them.
- i. Completes employee evaluation sessions in an effective, timely manner.
- j. Discusses employee strengths, and areas for improvement, as well as future goals.
- k. Supports employee in pursuit of future goals.
- l. Completes documentation and routes it to HR in a timely manner.
- 4. Fosters open communication: ensures employees have information, input, and influence.
 - a. Openly listens to employee concerns and actively works to resolve them.
 - b. Communicates pertinent information to staff members in a timely manner.
 - c. Holds appropriate meetings.
 - d. Uses meeting time wisely.
 - e. Assesses meeting effectiveness and efficiency. Makes changes accordingly.
 - f. Establishes and communicates team goals with respect to processes, outcomes and the metrics thereof.
 - g. Solicits feedback from team members in making changes, when appropriate.
- 5. Safety/Risk management
 - a. Ensures all staff receives safety training and annual refresher.
 - b. Actively works to insure the workplace is safe, assessing safety concerns daily, making changes as needed.
 - c. Investigates all accidents and injuries properly, following all required procedures and documenting as appropriate.
 - d. Maintains complete personnel records for all staff using objective language and descriptions.
 - e. Informs HR Manager immediately of any harassment, discrimination, work comp or disability issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- 1. Promotes and manages patient-centered care and sustainable business practices.
- 2. Assesses needs, develops feasibility models and implements new specialty behavioral health services in line with CHP's organizational strategic objectives.
- 3. Participates in the review and determination of behavioral health department scope of service.
- 4. Oversees the development and implementation of the behavioral health quality assurance program.
- 5. Works to unite all behavioral health team members through training, individual and group supervision, standardization and creating a culture of teamwork focused on patient-centered care and system improvement.
- 6. Provides direct supervision and leadership for specialty behavioral health staff including hiring, training, scheduling, evaluating and performance coaching.
- 7. Coordinates with Medical Director and Lead Behavioral Health Consultant to ensure systems and processes are in place to transition patients from primary care behavioral health services to specialty services and back as necessary.
- 8. Collaborates with the CCOO and medical clinic directors to adjust staffing based on team changes and/or patient care needs.
- 9. Ensures staff scheduling is appropriate to provide best customer service possible while within the parameters of the labor budget. This includes coordinating and communicating proactively with the staff, other CHP clinics and community partners as necessary.
- 10. Leads the interviewing, planning and assignments of the internship program, or ensures this occurs through those responsible for the process.
- 11. Collaborates with Clinic Directors to supervise the Lead Behavioral Health Administrative staff.
- 12. Understands basic business, administrative and clinical workflows performed in the clinic including but not limited to: EHR functions, patient appointment scheduling, patient check in and check out, patient rooming, and related clinical workflows appropriate to training or certification level.
- 13. Reviews, corrects, and verifies payroll for identified programs.
- 14. Keeps supply costs at or below budgeted amount, in line with patient services.
- 15. Develops the program budget in conjunction with the executive team, approves purchases per

- budget, and monitors in conjunction with the CCOO, CEO and CFO.
16. Plans for future budgeting needs appropriately.
 17. Prevents unnecessary loss of supplies/equipment through appropriate inventory and maintenance.
 18. Ensures that equipment, buildings, and other facilities are properly maintained through those responsible for such facilities.
 19. Actively participates in community groups and coalitions to ensure connection and responsiveness of behavioral health programming to community needs.
 20. Participates in problem solving and Continuous Quality Improvement (E2) and risk management activities by applying LEAN principles, engaging in Patient Centered Medical Homes and working to implement patient centered communication skills.
 21. Assists to coordinate and support community partnerships that achieve seamless care and advance CHP's mission.
 22. Accepts other duties and responsibilities as needed or assigned by supervisor.
 23. Furthers the mission of CHP through active development and support of the strategic goals.
 24. Ability to report to work as scheduled and work a flexible schedule when needed which may include travel to other sites.
 25. Will complete the FEMA ICS (Incident Command System) 100 and 700 courses to help CHP prevent, protect against, mitigate, respond to, and recover from the effects of an incident.

As a Behavioral Health Clinician:

1. Diagnoses and provides culturally responsive, whole person and family-oriented care and treatment to individuals with mental disorders and psychosocial problems.
2. Works as primary care team member to coordinate care with Behavioral Health care team and primary care providers, Medical Director and staff.
3. Develop behavioral change plans for patients and behavioral health protocols for target populations.
4. Assist in the detection of "at risk" patients and development of plans to prevent further psychological or physical deterioration.
5. Teaches patients, families, and staff care, prevention, and treatment enhancement techniques. This is both one on one and group work.
6. Demonstrates timely, consistent and reliable follow-up on patient care issues, such as patient phone calls or other requests.
7. Sees an average of 5 patients per 8 hour clinical day (schedule to be pro-rated for administrative time).
8. Documents all patient visits in the interest of the patient – primarily for the overall record of the development of a treatment plan. Ensure that patient charts are completed according to behavioral health standards with signature within 6 days of date of service so that all encounters can be billed on the 7th day.

SKILLS & ATTITUDES:

1. Experience working with limited resource population.
2. Ability to work with grace under pressure.
3. Ability to work in a team and to share responsibilities and duties.
4. Ability to resolve interpersonal conflict in a straightforward and timely manner.
5. Ability to set priorities, be organized, and be a self-starter.
6. Ability to be friendly, empathic, and an adept communicator.
7. Ability to treat both staff and patients with respect.
8. Ability to navigate technology efficiently.
9. Ability to gracefully accept and respond to feedback.

JOB QUALIFICATIONS:

1. Strong inter-personal skills.
2. Demonstrated ability to provide leadership including strong management, communication, facilitation and delegation skills.
3. Extensive knowledge and understanding of health care programs, including implementation, evaluation, and planning.
4. Effective oral and written communications skills.
5. Excellent working knowledge of behavioral medicine and evidence-based treatments for mental health conditions.
6. Ability to make quick and accurate clinical assessments of mental and behavioral conditions.
7. High level of comfort in working with primary care medical providers using a consultative style.
8. Ability to provide care in person and via telephone and virtual methods.
9. Good knowledge of psycho-pharmacology.
10. Ability to design and implement clinical pathways and protocols for treatment of selected mental and behavioral conditions.
11. Ability to design effective psycho-education curricula and lead effective psycho-education classes.
12. Ability to train and teach effective behavioral health interventions and the primary behavioral health model to medical practitioners and other behavioral health providers.
13. Ability to work effectively in a team, interfacing with patients, primary care providers, consulting psychiatrists and mental health specialists, as well as with administrative and support staff.
14. Ability to exercise balanced judgment in evaluating situations and making decisions, and to handle difficult or confrontational situations in a calm, consistent, and equitable manner.
15. Ability to effectively represent CHP's interests in the community and maintain effective working relationships among co-workers, public, private, and professional groups.
16. Ability to effectively motivate and supervise professional staff.
17. Understanding of rules and regulations for Federally Qualified Health Centers desirable.

ESSENTIAL PHYSICAL REQUIREMENTS:

	Occasionally (1%-33% of day)	Frequently (34%-66% of day)	Continuously (67%-100% of day)
Sitting		X	
Standing	X		
Walking	X		
Speaking/Hearing		X	
Seeing			X
Hand/Wrist Work (ie. Keyboarding)			X
Pushing/Pulling	X		
Fine Manipulation		X	
Grasping		X	
Reaching		X	
Bend	X		
Kneel	X		
Squat	X		
Climb	X		
Lift 1-10 lbs	X		
Lift 11-20 lbs	X		

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.

EDUCATION:

Education and Experience:

- Masters in Social Work or related master's program or PhD in Psychology from accredited program.
- 2 years of supervisory experience in behavioral health services, community health center and/or other underserved population.

License Requirements:

- Current Montana licensure as a Licensed Clinical Social Worker, Licensed Clinical Professional Counselor or Licensed Clinical Psychologist. OR
- Montana Licensed Registered Nurse certified in Montana to practice in the expanded role as a Psychiatric Nurse Practitioner.

Understanding of local health and social service climate, preferred.

I have read the job description above and had any questions answered.

Name: _____ Date: _____