



BEHAVIORAL HEALTH DIRECTOR

REPORTS TO: Medical Director
FLSA CATEGORY: Exempt
EEO CATEGORY: Senior Level Management

POSITION DESCRIPTION

The Behavioral Health Director will provide leadership and oversight for all strategic and operational administrative aspects of behavioral health program services (behavioral health, mental health, substance use, and social work services). Will work with team to include orientation and training, day-to-day service line operations, and grant operations oversight. Will work in partnership and joint accountability with other internal and external team members to achieve HealthWorks' mission, vision, and values.

ESSENTIAL FUNCTIONS

1. Oversees behavioral health team to develop, implement, and/or upgrade systems that affect and/or enhance behavioral health program services.
2. Supports and facilitates integration and coordination of behavioral health services with primary care for a very diverse patient population.
3. Ensures that HealthWorks has systems for mentoring, staff development, and supervision by a qualified clinical supervisor of behavioral health program staff.
4. Models and mentors staff in appropriate problem solving and positive communications with each other and patients.
5. Participates in HealthWorks leadership meetings and leadership development activities.
6. Collaborates with HealthWorks Quality Improvement Director and participates in quality of care initiatives and process improvement activities, including collaboration on quality improvement, patient-centered care, and monitoring outcomes and utilization data.

7. Participates in organizational planning and works with Senior Leadership Team to plan for long-term patient needs and resources.
8. Maintains professionalism and confidentiality in administration and patient care areas.
9. Oversees performance evaluation protocols and policies.
10. Works with HealthWorks behavioral health program staff to develop program's strategic direction.
11. Works effectively as part of HealthWorks medical clinic leadership to implement program strategic direction and improvements.
12. May provide supervision or training for students who are assigned to HealthWorks as part of their professional education.
13. Collaborates with HealthWorks leadership on administrative oversight for HealthWorks behavioral health program staff.
14. Understands and effectively uses the EPIC electronic health record system.
15. Reviews and approves employee time sheets for accuracy, provides timely documentation to payroll for processing.
16. Participates in professional development activities to keep current with trends and practices in health care management, community health center guidelines and other federal and state requirements.
17. Other duties and activities as assigned.

RESPONSIBILITIES

Other Duties/Responsibilities: As assigned.

Supervision Received: Reports to the Medical Director.

Supervisory Responsibilities: Direct reports include behavioral health providers and social workers.

Budgetary/Fiscal Responsibility: Works with other members of the Senior Management Team to define budgetary requirements and works within established budgets.

Policy and Procedure Interpretation and Development: Drafts behavioral health program-specific policies for review by the Policy and Procedure Committee, Quality Assurance Committee, and Board of Directors; responsible for assistance in the development of clinic-wide policies, knowledge of and adherence to all HealthWorks' policies and procedures.

Contact with Others: Daily contact with healthcare providers and support staff; daily contact with patients, their families and caregivers. Maintains a cooperative working relationship with Cheyenne Regional Medical Center physicians and staff; and ongoing communication with community and health-related resources throughout Laramie County.

JOB REQUIREMENTS/EXPERIENCE

Education: Master's or Doctoral degree in social work, psychology, psychiatric nursing, or related field required.

Knowledge, Skills, and Abilities:

Knowledge of current best practices related to the following are required:

- Behavioral health program policies and procedures
- Behavioral health practices, terminology and reimbursement policies
- Computer systems and applications as required for clinic processes, including word processing, spreadsheet creation and modification, electronic medical records, email, etc.

Demonstrated skill in the following areas is required:

- Planning, organizing, delegating and supervising
- Exercising initiative, sound judgment, problem-solving and decision-making
- Gathering, interpreting and analyzing data
- Establishing and maintaining effective working relationships with patients, medical/dental/pharmacy staff, and the public
- Effective time management and coordination of multiple demands

Ability to provide leadership and modeling in the following areas:

- Creating a clinic atmosphere of encouragement, motivation, innovation and high performance
- Delegating responsibility and authority to staff when appropriate
- Communicating clearly and effectively
- Working effectively with difficult people
- Functioning well within a team
- Interacting professionally with patients, HealthWorks staff, and the public
- Analyzing and modifying operations for effectiveness and efficiency
- Working independently, taking initiative and using good judgment in prioritizing work

Experience:

- Minimum of five (5) years in a behavioral health setting required
- Minimum of three (3) years supervisory experience in a health care setting required
- Experience working in a multi-cultural, diverse environment
- Experience managing services across an organization with multiple service lines

Licenses/Certifications:

- Licensure by the Wyoming Mental Health Profession Licensing Board as LPC, LCSW, LMFT to include designated Qualified Clinical Supervisor.

BEHAVIORAL EXPECTATIONS

Clinical Quality and Patient Safety

- Assumes personal responsibility for providing quality service, comfort and responsiveness as perceived by patients, visitors, physicians, and co-workers.

Service Excellence and Employee Engagement

- Demonstrates self-initiative and the ability to adapt to the challenges, conflicts, and ambiguities inherent to the position. Exhibits reliability and dependability. Reports to work on time and as scheduled. Demonstrates the willingness to accept other tasks as assigned. Exhibits ethical behavior and honesty.
- Demonstrates a commitment to individual growth and expansion of knowledge as it attributes to the position. Actively and aggressively initiates action to improve performance. Recognizes the value of teamwork and works cooperatively with others.
- Demonstrates a commitment to HealthWorks' mission, vision, and values.

Physician & Community Relations

- Works in partnership with Cheyenne Regional Medical Center, clinic physicians and other community providers.

Financial Performance

- Demonstrates flexible and efficient time management and the ability to prioritize workload.

PHYSICAL REQUIREMENTS

1. 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 upon request to enable individuals with disabilities to perform the essential functions.
2. Ability to speak, comprehend and communicate the English language effectively.
Ability to hear adequately on the phone or in person and group settings.
3. Ability to work in front of a computer screen and keyboard, sitting and/or standing up to 8-10 hours per day (possibly longer if overtime is required).
4. Ability to work in normal office environment conditions and work with various office equipment (i.e. computer, keyboard, mouse, calculator, copier, printer, fax, scanner, telephone). Mobility necessary to access various offices and a wide variety of meeting settings.
5. Mobility necessary to perform a variety of tasks that involve standing, walking, sitting, stooping, kneeling, bending and twisting, occasionally climbing stairs or using an elevator, possibly reaching chest high and overhead for materials.
6. Possess faculties, mobility and ability necessary to access research and interpret information from a variety of media (e.g., computer screen, projected images, printed material) and individuals.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

All HealthWorks facilities are tobacco-free.

EXPOSURE TO HAZARDS

Housekeeping products, sterilization equipment and chemicals, needles, high noise levels caused by dental equipment, chemicals found in dental materials and products, such as acids and disinfectants, biological hazards such as blood borne pathogens, infectious diseases, contaminated wastes, saliva, and radiation.

HOURS OF WORK / ATTENDANCE REQUIREMENTS

Hours of work may vary, regular attendance is required.

TRAVEL

Occasional travel will be required for training, conference participation and offsite visits.

BLOOD/FLUID EXPOSURE RISK

Blood/Fluid Exposure Risk: (Check the appropriate category)

- Category I:** Tasks routinely involved in potential for mucous membrane or skin contact exposure to blood, fluids, or tissue. Use of personal protective equipment (PPE), when appropriate, is required.
- Category II:** Usual tasks do not involve exposure to blood, body, fluids or tissues but job may require performing unplanned Category I tasks.
- Category III:** Tasks involved no greater exposure to blood, body fluids or tissues than would be encountered by a visitor. Category I tasks are not a condition of employment.

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Signature below acknowledges that I have received a copy of my job description and my supervisor has discussed it with me.

Employee Signature

Date

Supervisor Signature

Date