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Job Title: Behavioral Health Program Manager-Shelton
Department: Behavioral Health
Reports To: Deputy Director of Integrated Clinical Services
FLSA Status: Exempt

POSITION SUMMARY

Under the supervision of the Deputy Director of Integrated Clinical Services, will provide administrative/clinical supervision to the program staff to ensure all services are delivered according to local, state and federal laws and in compliance with contractual requirements. The Behavioral Health Program Manager is responsible for developing and implementing the strategic vision of the Mental Health and SUD programs to include establishing new services and ensuring growth.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Oversee and manage the mental health and SUD programs, including special grants/contracts and the various satellite offices.
- Provide high level support and strategic planning to Deputy Director of Integrated Clinical Services and leadership team.
- Identify potential growth opportunities.
- Implement training curriculum for mental health ad SUD staff.
- Research, revise and suggest changes for BH Policies and Procedures and other documentation standards under the direction of the Deputy Director of Integrated Clinical Services.
- Provide documented clinical and administrative supervision to the mental health and SUD supervisors to ensure a high quality of clinical supervision for staff and interns and quality of care to clients.
- In conjunction with the Data Manager and Deputy Director of Integrated Clinical Services, ensure compliance with all mental health and SUD reporting guidelines.
- Conduct regularly scheduled staff meetings and keep minutes of staff meetings.
- Respond to crises, grievances, and emergencies with clients, staff, and Consejo as needed, document all occurrences and ensure timely response according to

Thurston/Mason County policies and procedures and the agency's policies and procedures.

- Supervise and oversee the intake and intern programs.
- Ensure that clinical records are kept safe and confidential at the main facility and all satellite offices according to the agency's policy and procedures and HIPAA regulations.
- In coordination with Deputy Director of Integrated Clinical Services, review medical records filing system on a periodic basis and make and/or implement recommendations for changes as needed.
- Conduct site visits to the mental health and SUD satellite offices on a regular basis.
- Oversee/manage the mental health and SUD programs to ensure compliance to agency, contractual and regulatory standards.
- Conduct outreach efforts for the mental health and SUD programs as requested by the Deputy Director of Integrated Clinical Services.
- Conduct and lead quarterly file reviews and assure clinical records are in full compliance according to Thurston/Mason Policies and Procedures and WAC requirements and ensure that corrective actions are completed when necessary.
- In conjunction with the Deputy Director of Integrated Clinical Services, lead external site visits.
- Work as a member of Consejo's clinical team to ensure overall efficiency and effective operation of the organization.
- In conjunction with Human Resources, implement recruiting strategies, conduct interviews, hire staff, conduct investigations and take appropriate actions according to Consejo's policies and procedures.
- Conduct bi-weekly clinical meetings and decision-making processes for the mental health program.
- Participate in BHO meetings as needed.
- Serve on committees, task forces and special assignments as directed.
- Fulfill other duties as may be assigned to meet agency operation's needs.

QUALIFICATIONS:

- Master's Degree in Social Work, Psychology, or other behavioral health field.
- MHP Required.
- A valid Washington State Licensed Social Worker, Licensed Mental Health Counselor or Licensed Marriage & Family Therapist.
- Bilingual English/Spanish Preferred.
- Experience in conducting Quality Assurance Reviews.

- 3-5 years' management experience.
- Experience in conducting intake assessments and diagnosing utilizing the DSM V.
- Experience in program development and community outreach.
- Lifting requirements up to 25 lbs.

LANGUAGE SKILLS:

Ability to read and comprehend instructions, short correspondence, memos, business correspondence and all other integrated behavioral health related documents. Ability to write clear, concise and accurate correspondence. Capable of establishing positive interpersonal relationships with a broad range of people. Effective oral and written communication skills.

OTHER SKILLS REQUIRED:

Ability to operate computer, printer, copy and fax machines, calculator, and other office equipment.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by staff member 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 the job, the employee is regularly required to sit, stand, move up and down stairways, talk and hear, drive to and from community appointments. The employee must regularly lift and/or move up to ten pounds and occasionally lift and/or move up to twenty pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

MENTAL DEMANDS:

Ability to solve practical problems and deal with a variety of concrete variables in situations where standardization may or may not exist. Ability to reason effectively and interpret a variety of instructions furnished in written, oral or diagram form.

This position requires the individual to work with minimal supervision. Guidance is available as necessary, however, the individual is expected to be able to function autonomously and make individual decisions when appropriate. Position does require ability to interact with a variety of individuals and the ability to meet deadlines and time pressure based on the volume of work.

WORK ENVIRONMENT:

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

may be made to enable individuals with disabilities to perform the essential functions. The noise and/or level of distractions in the work environment are usually moderate.

Consejo is an Equal Opportunity Employer