



FLSA: EXEMPT
EEO: 2
SEPTEMBER 2024

BEHAVIORAL HEALTH PROGRAM MANAGER - CLINICAL SERVICES

DEFINITION

Under general direction, serves as a Program Manager, performing administrative and supervisory duties in relation to the planning, implementation, and oversight of an assigned Behavioral Health program for the County of Amador. This includes, but is not limited to program development, community outreach, RFA-RFP development, program implementation, program administration, monitoring and evaluation, program service coordination, and supervising assigned clinical/direct service staff; and performs other duties as required. The incumbent is a member and works collaboratively with the Behavioral Health Department's leadership team.

DISTINGUISHING CHARACTERISTICS

Responsibilities include performing diverse, specialized and complex work involving significant accountability and decision-making responsibility central to system's quality management. The incumbent organizes and oversees day-to-day activities and operations of the County's Behavioral Health programs including participating in the short- and long-term planning, development and administration of clinical or direct service programs, and various other activities. The incumbent is accountable for accomplishing divisional goals and objectives. Incumbents manage direct and contracted service delivery and assume collaborative leadership role in program planning, development, implementation and evaluation. 24/7 crisis intervention services when necessary to ensure coverage – including mobile crisis.

REPORTS TO

Director of Behavioral Health

CLASSIFICATIONS SUPERVISED

Dependent on Behavioral Health Care Program, directly supervised staff may include Behavioral Health Care Counselor I, II and III, Rehabilitation Specialist, Clinician I, II and III, Crisis Coordinator I and II, Crisis Counselor I and II, Personal Services Coordinators and Peer Support Specialist I and II.

EXAMPLES OF DUTIES

The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.

- Keeps Director fully updated and informed of all critical issues related to the program(s).
- Plans, directs, manages and supervises the activities of assigned staff including hiring, orientating and training, handling disciplinary action, and conducting performance evaluations.
- Establishes and maintains Annual Program Workplan. Ensure compliance with Department of Health Care Services (DHCS) Performance Contract.
- Plan for, oversee and respond to all reviews and audits.
- Ensures program compliance with all federal and state laws, and local rules and regulations.
- May act for the Director of Behavioral Health in the Director's absence regarding hospitalizations and placements.
- Develops policies and procedures for the program and ensures compliance through regular monitoring and reports.
- Coordinates the planning and development of RFP's, including Bidders' Conferences, Evaluation Panels, applicant selection, and award recommendations to the Director.
- Seeks additional funding resources, prepares and plans grant applications.
- Tracks, collects data and prepares various reports of effectiveness and efficiency of Assigned Behavioral Health programs for children, families, youth, transitional age youth, adults, older adults and justice involved.
- Collaborates with the Utilization/Quality Management section to ensure performance and outcome based practice; and, evaluates operations and recommends improvements and modifications.
- Facilitates and/or attends a variety of internal and external meetings including departmental, advisory board and related meetings; prepares presentation material for meetings; disseminates information to department staff, stakeholder, and community organizations.
- Develops and promotes assigned Behavioral Health Program education in the community, utilizing various modalities.
- Coordinate and provides administrative oversight of clinical student intern programs
- Provide clinical supervision to unlicensed registered staff
- Administers the delivery of contracted services for effectiveness, operational efficiency and adherence to contract requirements.
- Oversees and reports on crisis response team, to ensure requirements met. Including 24/7 Mobile Crisis. Responsible for crisis scheduling, daytime and afterhours.
- Act as liaison to the jail, hospital, and placement facilities as needed.

- Provide psychotherapy services, intake assessments and crisis intervention services as needed.
- Conducts Treatment authorization Review and Concurrent Review of client charts.
- Clinical representative for Utilization Review Committee
- Performs related work as required, which may include but is not limited to preparing correspondence and reports, copying and filing documents, answering telephone, ordering supplies and materials, entering computer data, maintaining logs and lists, sending and receiving faxes, processing mail, etc.

ESSENTIAL QUALIFICATIONS

Knowledge of:

- Understanding of Medi-Cal Requirements for assigned Behavioral Health Program
- Principles and practices of managed care and quality management applications including utilization review and quality improvement performance.
- Principles, practices, methods and techniques of assessing, diagnosing and treating behavioral health and/or substance use issues.
- Administrative principles and practices, including goal setting, program development, implementation, evaluation and project management.
- Community organizations' activities, other county departments' functions, and other resources pertinent to the operation of the program.
- Grant writing, reporting, data collection and grant administration for funding sources of assigned Behavioral Health Program
- Federal, State, County and local laws, regulations, rules and requirements including Behavioral Health Programs, Medicare & Medi-cal requirements applicable to mental health and substance use documentation requirements.
- Crisis intervention principles and techniques, risk management, client care management, ethical and legal rights for detainment and notification
- Principles and practices of employee supervision, including work planning, assignment, staff development, review and evaluation and training.

Ability to:

- Administer complex and technical behavioral health programs in an independent and cooperative manner
- Effectively represent Amador County Behavioral Health Department services with public and community organizations.
- Assist in budget preparation and administration.
- Effectively assess, diagnose and recommend treatment of behavioral health and/or substance use issues.
- Design and implement program evaluation strategies to account for outcomes.

- Interpret, apply, explain and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations governing assigned Behavioral Health program.
- Effectively communicate verbally and in writing.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.
- Develop new programs and outreach in collaboration with partner agencies, focusing on integration of services, in a culturally and linguistically competent manner, including the underserved and un-served throughout Amador County.
- Exercise sound independent judgement to make decisions within policy guidelines, including during crisis situations
- Select and supervise staff, evaluate performance and effectiveness and provide for staff training and professional development.

TYPICAL PHYSICAL REQUIREMENTS

Ability to sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move object weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Positions in this class require the incumbents to: Work is usually performed in an office environment, hospital, jail or other community based settings. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures. Work during non-routine hours, including evenings, holidays and weekends. Work outside in all types of climatic conditions including inclement, very hot or very cold weather. Employees may work outdoors and are occasionally exposed to loud noise levels.

TRAINING AND EXPERIENCE

Any combination of training which would likely provide the required knowledge and experience is qualifying. A typical way to obtain the required knowledge and abilities would be:

Education and Experience A Master's degree from an accredited college or university in psychology, counseling, psychiatric social work, nursing or a related behavioral science and five (5) years of progressively responsible experience as a clinician in a relevant behavioral health and/or alcohol drug program, including at least two (2) years as a supervisor or management level. Depending on the program they are managing, possession of one of the following valid California licenses: Licensed Clinical Social Worker (LCSW), Licensed Marriage Family Therapist (LMFT), Licensed Professional Clinical Counselor (LPCC), Registered Nurse or Clinical Psychologist, or any other license approved by the State of California.

SPECIAL REQUIREMENTS

Possession of an appropriate California Driver's License issued by the Department of Motor Vehicles.