

## Job Description

### Behavioral Health Program Manager



**JOB TITLE:** Behavioral Health Program Manager  
**DEPARTMENT:** Counseling Services  
**SUPERVISED BY:** Director of Programs  
**SUPERVISES:** Behavioral Health Clinical Supervisor, Internship Coordinator, Intake Coordinator, Counseling Office Administrator, Counseling Program Assistant, Case Managers  
**STATUS:** Full Time, Regular  
**FLSA:** Exempt  
**WORK SCHEDULE:** Monday to Friday

#### **PURPOSE**

Under the supervision of the Director of Programs, the Program Manager will be responsible for daily management and operations of ASC Behavioral Health Program. The Program Manager 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 Manager is responsible for ensuring quality of care for all behavioral health participants, including but not limited to, medication management, and Behavioral Health therapy and case management services.

#### **ESSENTIAL DUTIES**

##### **Program Supervision, Training, and Accountability**

1. Provide leadership to the Counseling Team (staff and interns) through clinical supervision and reviews, consultation, training and support to ensure contract compliance and program quality according to WAC, RCWs, King County Policies and Procedures, EBPs and best practices implementation.
2. Evaluate individual and overall team performance on a regular and ongoing basis; use collected data and information to make needed improvements including adjustments as needed to Therapists' caseloads and work assignments to maximize quality of care, and staff productivity.
3. Ensures that participant and program goals (program, financial, personnel, professional development, and trainings) are met in accordance with established contract program policies and procedures.
4. Actively participates in the development of program budgets and monitors program performance according to set budget guidelines.
5. Actively monitor assigned supervisees' performance goals and professional development in accordance with agency and contract expectations.
6. Conduct semi-annual performance evaluations for counseling team; proactively identify and resolve performance issues. Recommend employees as appropriate for recognition or professional development.
7. Assures that staff and program goals (clinical, financial, personnel, professional development, and trainings) are met in accordance with established program policies and procedures, contract expectations, and state law.
8. As part of the Counseling Services team, conducts and organizes staff and intern trainings and in-services in accordance with WAC requirements and contract expectations
9. As part of the clinical care team, conduct and organize staff and intern trainings and in-services in accordance with WAC requirements and agency expectations.
10. Actively participate with hiring and orientation process of new staff members.
11. Co-coordinate ongoing supervision with the counseling internship supervisor to ensure the interns' supervisors' performance goals are met.
12. Participate in professional development networks and associations to stay abreast of emerging trends and best practices.

##### **Behavioral Health Behavioral Health Regulatory Compliance, Documentation and Reporting**

13. Complies with and enforce agency administrative procedures and policies to ensure efficiency and reduce delay and complications.

14. Actively monitor accuracy and completeness of data and Counseling Services databases in accordance with agency rules and expectations.
15. Produces program performance reports and invoices in accordance with agency rules and contract requirements.
16. Ensure supervisees' timesheets, expenses, leave requests, etc. are complete, accurate, and in compliance with agency policies, procedures, and practices.
17. Support and comply with the values, policies, and practices of Atlantic Street Center.
18. Abide by the agency's confidentiality policies and HIPPA rules.
19. Actively participate in program activities. This includes school and agency meetings, supervision and consultation.
20. Provides occasional support or consultations as needed to promote referral services with other ASC programs or to external agencies.
21. Perform other duties and special projects as assigned by the Director of Programs or Executive Director.
22. Ensure counseling services integrate into other ASC programs.

## QUALIFICATIONS

- Master's Degree or PhD in one of the Behavioral Health /Social Services sciences
- Must be registered or eligible for registry with Washington State Department of Health
- Meet Washington State criteria for Clinical Supervision; Licensed Therapist in the State of Washington and meets criteria as a Child Mental Health Specialist (CMHS)
- 8 +years' experience providing counseling services to ethnically-diverse children, youth, and families who are experiencing poverty: Strongly Preferred
- At least two years of supervisory/management experience in human services; clinical experience in crisis assessment and treatment with multi-system families. Proven ability to deliver effective counseling services
- Strong clinical skills and knowledge base of clinical care standards in the treatment of adults, children, and families, including those families affected by multiple issues (abuse, neglect, domestic violence, chemical dependency)
- Strong diagnostic skills and knowledge of DSM V; CALOCUS/LOCUS (preferred)
- Strong knowledge of regulations effecting the delivery of Behavioral Health services, including WAC, RCWs, King County policies and procedures and applicable ethical codes
- Work effectively under pressure and temporary increases to work load
- Computer skills and proficiency with Microsoft Office suite software a must. Experience with (ETO) and similar Electronic Records Management system software/databases preferred
- Strong organizational skills and timely follow-up to manage complex tasks associated with providing services to multi-system (e.g. schools, juvenile rehabilitation, children's administration/DCFS, and Department of Developmental Disabilities) involved youth and their families
- Solid communication (written and oral), collaboration and intervention skills
- Able to effectively and respectfully resolve conflicts
- Proven ability to work successfully in a multi-cultural/multi-ethnic environment
- Able to balance competing demands and maintain effective working relationships with staff, participants, volunteers, collaborators, and the general public

## WORKING CONDITIONS

- Must be able to access clients at all locations served by ASC and places frequented by clients.
- Position requires driving your own vehicle whenever necessary to meet program needs. Valid WA state driver license and car insurance is required per state law.
- Position requires working a schedule which includes some evenings.
- Able to sit for long periods, to bending, stooping, and/or to frequent walking.
- Able to lift up to 15 pounds

## ***How to apply***

Qualified individuals should email a resume and **cover letter** clearly stating how you meet or exceed the required qualifications to **jobs@atlanticstreet.org**. Please, indicate in your email subject line, "**Behavioral Health Program Manager**". Note that only qualified shortlisted candidates will be contacted.