


Job Description Behavioral Health Program Director	
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JOB TITLE:	Program Director
DEPARTMENT:	Behavioral Health
REPORTS TO:	Executive Director
SUPERVISES:	5-7 Full-time employees
STATUS:	Full-Time, Regular, Exempt
SALARY:	\$85,000-\$90,000

PURPOSE

Under the supervision of the Executive Director, the Program Director is responsible for operational, financial, and clinical operations of ASC's BH Program. This includes leadership, supervision and guidance to program staff, leading efforts in ASC Behavioral Health (BH) integration as well as for identifying improvement opportunities and innovations, designed to positively impact care delivery processes for ASC's Behavioral Health participants.

ESSENTIAL DUTIES

- Leads the coordination and implementation of the BH integration process and the expansion of services to commercial payers.
- Provides in-depth evaluation of variable factors contributing to the ASC BH program's ability to meet and exceed budgetary goals, standards of excellence and highly effective program operations.
- Provides leadership and coordination for improving BH program efficiencies, effectiveness, and overall program quality.
- Analytically evaluates programs' data, including utilization trends, to ensure compliance and high quality service delivery and makes adjustments as needed for success of the program; providing feedback and suggestions to the Executive Director.
- Manages the quality assurance process including tracking, analyzing and reporting on the overall status of program quality assurance, highlighting measures of program quality and progress. Prepares quarterly reports on program progress and areas of improvement.
- Develops and implements procedures for a centralized location for BH documents, including reports, credentialing documents, policy and procedures, etc.
- Establishes collection and analysis of data to predict trends that will affect meeting BH program budgetary goals.
- Develops, recommends, implements and facilitates policies, procedures, and workflow as new services are established.
- Routinely updates policies and procedures to comply with WACs and King County contracts changes.
- Assesses Quality Improvement (QI), and Risk Management (RM) needs by reviewing current practices and gathering, compiling, maintaining, and evaluating data related to staff, services performed, critical incidents/problems, and client feedback.
- Collaborates with BH management team members in the on-going development, direction and management of the quality of care with appropriate utilization of service delivery.
- Coordinates and collects mandatory components of the BH program audit.
- Oversees quality and utilization monitoring activities and care coordination.
- Assures ongoing appropriate utilization of services through continuous measurement and evaluation.

- Coordinates/conducts in-service training for managers and staff on changes in laws/regulations and standards.
- Provide leadership to program staff through guidance and supervision; foster teambuilding
- Works with appropriate Behavioral Health staff to ensure efficiency and accuracy of billing/reporting systems.
- Ensures effective program budget management including oversight of funds receivable and expenditures.
- In consultation with the Executive Director leads efforts in identifying developing and participating in new initiatives to expand BH Programs and services in response to identified needs in the community and the mission of the agency.
- Reviews billing reports for reconciliation between inputs and services versus revenues received, for services submitted to payers.
- Establish a yearly calendar of clinical and policy trainings to ensure program effectiveness, client progress, and staff adherence to clinical and agency rules and policies.
- Acts as the lead with King County staff and contract monitors. Ensures successful audits in collaboration with the Program Manager and Counseling Leadership Team.
- Other duties as assigned by Executive Director.

QUALIFICATIONS

- Licensed for 5+ years as LMHC, LMFT, LCSW or equivalent education and experience.
- The ideal candidate would have a strong understanding of Behavioral Health Disorders – including Mental Health and Substance Use Disorders.
- A minimum of 5 years of experience working in community-based mental health programs.
- A minimum of 3 years of supervision experience in a behavioral health setting.
- A minimum of 5 years of program management experience: program planning, program management, coordination, training and evaluation, and budgeting
- In-depth knowledge of treatment approaches, evidence based practices and assessment standards.
- Demonstrate track record of managing successful Behavioral Health services.
- Demonstrated dynamic leadership skills and the ability to supervise a team of multi-cultural staff.
- Knowledge and experience working with commercial insurance.
- Proven leadership ability to direct effective Behavioral Health services and to motivate and develop direct service providers towards excellence in their work.
- Strong knowledge of regulations effecting the delivery of mental health services, including WAC, RCWs, King County policies and procedures and applicable ethical codes.
- Demonstrated record of accomplishment in learning and development of others and him/herself.
- Demonstrated ability to openly, honestly, consistently, and accurately communicate information to others in a manner that is respectful of various backgrounds (e.g. cultural, educational, religious, racial) creating two-way feedback channels and open dialogue. Takes time to listen and understand the entire situation and constructively address issues.
- Ability to identify and understand the broader context of a situation.
- Strong attention to details, follow-up and timely completion of assigned tasks.
- Strong organizational skills in managing complex tasks associated with providing services under multiple contracts with different expectations, requirements, and outcomes.
- Able to balance competing demands and maintain effective working relationships with staff, participants, volunteers, collaborators, and the public.
- Ability to establish effective working relationships with multi-cultural staff, collaborators, community representatives, funding sources, and the general public
- Strong written and oral communication skills.
- Ability to handle difficult and stressful situations effectively and calmly.
- Able to model appropriate, respectful and effective conflict resolution skills.
- Computer skills and proficiency with Microsoft Office suite software a must; experience working with Electronic Health Records systems (EHRs).

- Must be a self-starter and exhibit initiative

WORKING CONDITIONS

- Work Hours: Monday to Friday, typically 9 AM-5 PM
- Working additional hours may be required to meet project deadlines.
- Position requires driving your own vehicle whenever necessary to meet program needs.
- Valid WA state driver license and car insurance are required per state law.
- Wide range of physical activities – from sitting long periods to bending, stooping, to frequent walking
- Must be physically fit and able to lift up to 20 pounds and sit for long periods of time.

Email your resume, cover letter, 4 professional references and your salary requirement to jobs@atlanticstreet.org.