

**MENOMINEE COUNTY HEALTH AND HUMAN SERVICES DEPARTMENT
POSITION DESCRIPTION**

TITLE: CLINICAL / BEHAVIORAL HEALTH MANAGER

CLASSIFICATION: Professional - Full Time – EXEMPT **UNION:** N/A

DEPARTMENT: Health and Human Services Dept. **DIVISION:** Clinical /Behavioral Health Services

SALARY: _____

EMPLOYEE: _____ **START DATE:** _____

SUPERVISION RECEIVED: Executive Director

SUPERVISION EXERCISED: Clinical / Behavioral Unit Staff; contracted clinical staff and Telehealth services

POSITION SUMMARY:

This position is responsible for providing leadership, direction, and management of the programs, operations and personnel of the Clinical/Behavioral unit, to individuals developmentally disabled, chronically mentally ill, or individuals with substance abuse and/or mental health needs. This position supervises clinical contracted staff. Duties will include overseeing operation and growth of Telehealth services and deployment of a crisis response system. The position assumes responsibility for budget recommendations and program budgets; evaluating and monitoring the delivery and implementation of program services and ensuring billing practices.

MINIMUM QUALIFICATIONS:

- Licensed Professional Counselor or Certified Independent Clinical Social Worker
- At least three (3) years of clinical experience preferred
- At least 3000 supervised hours in which a majority of clients are adults with a chronic mental illness or 1500 hours of supervised clinical experience in a Community Support Program, preferred
- Supervisory/management experience
- Experience in working with Computers and data entry and in preparing statistical reports
- Possession of a valid Wisconsin Driver’s license and access to an owned, insured vehicle and provide evidence of meeting such requirements on a continual basis; must have a good driving record
- Must be available to respond to crisis and outreach at various locations county wide and work evening hours and weekends and to work flexible hours as needed to support programs and complete tasks
- Must possess and maintain a personal/home telephone.
- Proof of any education, training or experience is required. (A copy of certification and verification of hours will need to be submitted prior to hiring)

Special Note:

A thorough background check will be conducted as part of the hiring process to determine whether the circumstances of any conviction or pending charge may be related to the job being filled.

NECESSARY KNOWLEDGE/SKILLS/ABILITIES:

- Principles, concept, theories and trends concerning developmental disabilities and chronic mental illness, and substance abuse; psychopharmacology and addiction treatment and recovery based services
- Understanding of roles and functions of court systems
- Administrative, managerial and supervisor practices with ability to counsel, treat, mediate, and provide first line supervision; leadership skills
- Ethics and Boundaries and code of conduct
- Fundamentals of budgeting, planning, program analysis methods, development and implementation
- Adult Protective and Guardianship services systems and resources within the State of WI and the Medicaid system, preferred
- Wisconsin Medicaid rules, administrative codes and regulations regarding licensing and certification of in-home and community mental health and substance abuse programs
- Community resources, organizations and agencies that can provide services and resources and to identify barriers and assist in developing resources needed
- Work independently with sound organizational, problem-solving, multi-tasking, prioritizing, decision-making skills and to evaluate productivity and efficiency levels of program service delivery

- Utilize appropriate and sensitive discretion in dealing with confidential or sensitive materials, communications and situations
- Apply professional communication skills effectively orally and in writing and ability to follow instructions
- Establish good working relationships with others and to work effectively and collaboratively with a diverse array of professional disciplines and personalities, maintaining a high level of professionalism
- Cope with time-pressured deadlines and successfully adapt to changes
- Skill in office terminology, practices, security, and office equipment
- Utilization of Business English, spelling, grammar and general mathematical skills
- Drive in and out of County as needed to carry out responsibilities and to attend training/meetings

ESSENTIAL DUTIES: These duties are not to be construed as exclusive. Other duties may be required or assigned.

- Administer and oversee Mental Health, Substance Abuse and Adult Protective Services and Guardianship programs ensuring compliance with Administration Codes, rules, regulations and polices; and assure that quality services are integrated, accessible and efficiently delivered.
- The position will oversee and administer the Community Support Program (CSP), including serving as clinical coordinator as directed
- Assist in the design and implementation of a Comprehensive Community Services (CCS) program and other ‘wraparound’ initiatives.
- Coordinate and ensure the provision of emergency services and crisis intervention, includes establishing and monitoring appropriate staff arrangements to ensure a 24-hour crisis response team and mobile crisis team, serve as consultant; including developing written procedures and training for response to emergency calls; may be required to serve on the schedule when needed as backup to meet crisis response.
- Monitor inpatient and outpatient utilization; develop and maintain written procedure and process for placement authorizations; maintain statistical data and work closely with Operations Administrator for monitoring and compliance
- Direct case management, assessment, planning and monitoring for clients requiring Adult Protective and Guardianship services and for coordinating program services with other professionals, agencies and providers
- Determine administrative and program procedures and protocols for all required standards as set forth by statutes, Administrative Rule and standards for certification compliance; responsible for meeting licensing or certification standards for programs overseen
- Provide clinical supervision to staff and work closely with other clinical designated staff or contracted persons in carrying out clinical supervision and consultation with psychiatrists/psychologists/therapists regarding patient care
- May conduct mental health treatment services and psychotherapy and may maintain a small caseload
- Arrange for coordination of treatment and/or service delivery options and for provision of a continuum of care across the boundaries of physical sites, services and outside referral sources;
- Provide technical assistance, support, and direct service consultation in the interpretation of policies and regulations, and program requirements; resolve disputes/questions arising from the operation of the program
- Establish program priorities in addition to those mandated; Plan, develop, revise or implement new programs/services to better meet the needs of clients and community
- Oversee 51.42 Board representations for court, provide written/oral reports, testimony and perform any other court-related duties as necessary and required
- Perform/Conduct quality assurance of program service areas; conduct evaluations to identify barriers to productivity and growth in all program areas; includes strategies for performance improvement.
- Provide leadership and exercise supervisory responsibility
- Delegate, supervise, coordinate and monitor the activities of program staff and contracted staff; establishing a meaningful and appropriate structure within the unit.
- Participate in screening, hiring and interviews and assist in establishing and updating position descriptions
- Prepare, calculate, and submit assigned staff payroll, as directed and monitor attendance and punctuality.
- Identify revenue sources and monitor anticipated revenues and expenditures, understand funding sources, rules and requirements; responsible for expenditures, revenues, and contracts. Recommend budget changes.
- Prepares grant proposals and reports for submission to enhance services as well as monitor and work with State and local agencies to promote mental health, substance abuse and long-term care initiatives.

- Monitors and evaluates cooperative agreements, contracts and assures services meet compliance standards; Oversee, monitor and evaluate contracted providers
- Maintain an understanding of policies, procedures, laws, administrative codes, and abide by all confidentiality laws and provide staff training to ensure compliance.
- Maintain and implement Grievance Procedures; address issues from the public, clients, agencies, and state; assure appropriate follow-up to insure resolution of matters; serve as Client Rights Specialist
- Maintain and implement Affirmative Action plans, Civil Rights; and ensure the prohibition against unlawful discrimination.
- Serve as backup for assigned staff and/or as directed.
- Prepare numerical, assessment and/or narrative management reports, records, and other necessary paperwork within specified time frames according to controls affecting the Agency, including timely and accurate mileage reports, daily logs, and any other forms in accordance with policies and procedures.
- Maintain and document in writing all clinical supervision provided to individual staff.
- Ensure audit compliance and prevent any disallowed funding, includes providing assistance during on-site audits, preparing findings and corrective action.
- Ensure, monitor and review case files for documentation in order to maintain concise and confidential records and to support program mandates and certification
- Directs collection, analysis, and interpretation of statistics significant to program planning and prepares and maintains statistical data (reports and spreadsheets); prepares an annual report
- Provide testimony, written/oral reports, and perform any other court-related duties as assigned
- Determine and review any potential reimbursement by third-party payers. Ensure that financial, cost share, or uniform fee plans, if allowable, is implemented. Follow Wisconsin Medicaid’s medical record documentation requirements and covered services as they apply. Bill all allowable services and submit billing as directed
- Ensure compliance with Human Service Reporting System (HSRS) and other State or Agency systems
- Acquire and maintain a working knowledge of reporting requirements, memos, and other program manuals
- Coordinates activities to promote continuity of care and community involvement; participates in community planning ; Represents the agency through interaction/consultation with various resources and the community
- Develop and monitor contracts
- Serve as a consultant to all levels of management, Boards, and line staff
- Assist and implement assigned areas of the Emergency Government Plan for the Agency.
- Provide public awareness and education and gather public input with respect to assigned programs; Assist in the publishing and distributing of articles, news releases, newsletters and service announcements.
- Establish staff development activities to improve staff competency and job performance; Provide training for on-call staff
- Establish and conduct regularly scheduled sessions with each individual staff member; ensure required clinical supervision is provided as set forth in standards for program certification
- Participate in regular supervision to review and discuss assignments, issues, performance, and in other internal meetings, including Board meetings as directed; Attend professional development activities as agreed to by Director
- Participates in workshops, community meetings and other organization functions.

PHYSICAL DEMANDS:

To perform and function in situations encountered in a normal office setting. No physical limitations that would impair mobility or restrict ability to lift and/or move up to 10/15 pounds and occasionally lift and/or move up to 25/30 pounds; sit down/get up or bend/stoop; frequently climb flights of stairs; sit for a number of consecutive hours; concentrate on precise and critical information; operate/drive a car; requires manual dexterity sufficient to operate standard office equipment and drive in all kinds of weather.

No limitations that would impair or restrict ability to hear and understand communication or to communicate with others, to comprehend oral or written instructions, and to read manuals, forms, and other documentation.

Specific vision abilities required by this job include close, distance, color vision, peripheral vision, depth perception and ability to adjust focus. No limitations that would impair or restrict ability to make visual observations, i.e. observe home conditions, client’s health and safety, verbal/nonverbal cues, possible hostile/confrontive situations, discriminate different shades of color.

While performing the duties of this job, employee is may occasionally be exposed to wet and/or humid conditions, outside weather conditions and heat.

MENTAL DEMANDS:

Must be able to analyze many variables and choose the most effective course of action for the Organization at any given point in time. Must make effective decisions. Personal maturity is an important attribute. Must relate and interact with people at all levels.

Must have a long attention span in order to listen to people, perceive the real problems and bring issues to a successful conclusion. Must be culturally sensitive.

Stressful factors include the on-going intensity of involvement with consumers, the public, personnel and complaints/grievances

PERSONAL CHARACTERISTICS:

Appearance should be pleasing, poised, and well groomed; attitudes toward people should demonstrate warmth of personality, patience, respect, sensitivity to feelings and ideas; a willingness to give and sustain help; dependable, reliable, flexible, have integrity, insight, imagination, and creativity.

AUTHORITY:

THIS POSITION DESCRIPTION IS AN ILLUSTRATION OF THE DUTIES AND RESPONSIBILITIES OF THIS POSITION AND IS NOT INTENDED TO BE ALL-INCLUSIVE.

BOARD RESERVES THE RIGHT TO ADD OR REMOVE DUTIES AND TO ASSIGN OTHER DUTIES AS NECESSARY.