

**MENOMINEE COUNTY/TOWN OF MENOMINEE
POSITION DESCRIPTION**

Position Title: Clinical/Behavioral Health Manager	Department: Human Services	Division/Section: Clinical/Behavioral Health
Classification: Full- Time, Salary, Exempt	Salary: \$55,307-\$65,374	Supervisor: Executive Director
Supervision Exercised: Clinical/Behavioral Unit Staff Contracted Clinical Staff Telehealth Services	Posting Date: 02/19/2020	Deadline Date to Apply: Open until filled
Position Summary: Clinical/Behavioral Health Manager 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.		

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Administer and oversee Mental Health, Substance Abuse and Adult Protective Services and Guardianship programs ensuring compliance with Administration Codes, rules, regulations and policies; 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
 - **Must be able to obtain a Clinical Coordinator certification/approval by the Wisconsin Department of Health Services/Division of Quality Assurance in accordance with Wisconsin statutes [DHS 63.06\(2\)\(c\)](#)**
- Assist in the design and implementation of a Comprehensive Community Services program and work to develop the Coordinated Service Teams (CST) and other ‘wraparound’ initiatives.
- Assist with 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 Manager 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
- 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 based on service needs, available resources and funding, including establishing procedure for waiting lists; 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/unit assessments to identify barriers to productivity and growth in all program areas; includes strategies for performance improvement.
- Identify revenue sources and monitor anticipated revenues and expenditures, understand funding sources, rules and requirements; responsible for expenditures, revenues, and contracts. Recommend budget changes.
- Assist with 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.
- Assist with monitoring and evaluating cooperative agreements, contracts and assures services meet compliance standards; Oversee, monitor and evaluate contracted providers
- 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; Implement and monitor compliance with MCHHSD policies and procedures and other state/federal laws. Working closely with Operations Manager for monitoring and compliance

- Serve as backup for assigned staff and/or as directed.
- Other duties as assigned

REPORTS/RECORDS:

- Prepare numerical, assessment management reports, records; including timely and accurate mileage reports, daily logs, directs collection, analysis, and interpretation of statistics significant to program planning and prepares and maintains statistical data (reports and spreadsheets); prepares monthly and an annual report
- Maintain and document in writing all clinical supervision provided to individual staff.
- Ensure, monitor and review case files for documentation in order to maintain concise and confidential records and to support program mandates and certification
- 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

CONTACTS/RELATIONSHIPS/LIAISON:

- Coordinates activities to promote continuity of care and community involvement; participates in community planning
- Assist and implement assigned areas of the Emergency Government Plan for the Agency; and actively participate in aspects of emergency government for the community.

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
- 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

MINIMUM QUALIFICATIONS:

- Master's Degree in psychology, social work, rehabilitation, or related Human Services field from an accredited college or university; Psychologist, Licensed Marriage and Family Therapist; Licensed Professional Counselor or Licensed Clinical Social Worker
- At least three (3) years of clinical experience and/or experience working with individual with substance abuse, 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

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 handle numerous calls and walk-ins at one time and make effective decisions under pressure. Personal maturity is an important attribute. Must relate and interact with people at all levels. Must be culturally sensitive. Stressful factors include the ongoing intensity of telephone calls, and walk-ins occurring simultaneously, knowledge of filing numerous different papers in records.

PERSONAL CHARACTERISTICS: Appearance should be pleasing, poised, and well groomed; attitudes toward people should demonstrate warmth of personality, patience, respect, sensitivity to feelings & ideas; a willingness to give and sustain help; dependable, reliable, flexible, 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. EXECUTIVE DIRECTOR AND/OR BOARD RESERVES THE RIGHT TO ADD OR REMOVE DUTIES AND TO ASSIGN OTHER DUTIES AS NECESSARY.

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. Confidentiality is mandatory in all aspects of the job. Candidate selected for hire will be subject to a drug test and employment will be contingent on the results of said test.

Employee Name (Print): _____

Date: _____

Employee Signature: _____