



Title: Director of Behavioral Health (LCSW)
Supervisor: Chief Medical Director (Clinical)
Department: Clinic
Status: Salary/Exempt

Summary

The Behavioral Health Director is a practicing behavioral health clinician who sets the strategic vision of the United Health Centers Integrated Primary Care Behavioral Health Program in collaboration with the UHC interdepartmental leadership team. Key duties include: establishes policy standards and protocols based on evidence-based guidelines in primary care behavioral health; Develops quality plan for the integrated behavioral health program as part of UHC overall organizational quality plan, including identification and tracking of population health measures, peer review, staff/patient satisfaction, and incidents/grievance monitoring; Promotes program sustainability through active participation in program budget development and financial management decisions related to clinical activities; Works with Human Resources department to refine job descriptions, staff role competencies, and recruit and hire program staff; Supervises behavioral health clinicians according to state guidelines; Establishes linkages with public and private clinical care referral sources. Serves as organization's liaison to local and state professional societies, health officials, organizations, and health training institutions, as appropriate.

Knowledge, Skills and Abilities

I. Administrative

- In conjunction with CMO and COO, develop staffing plan for behavioral health in the CHCs
- Hire and on-board behavioral health clinicians
- Ensure high-quality care delivery by UHC behavioral health staff through training, peer review, mentoring
- Maintain and continuously improve provision of the integrated health model in CHCs
- Work with UHC PACE staff to provide behavioral health services for PACE participants
- Co-manage UHC substance abuse treatment program in conjunction with CMO
- Coordinate and implement staff trainings within CHCs and PACE appropriate to their role in the integrated model of care and behavioral health.
- Maintain relationships with community and academic partners to assure access and sustainability of specialty service.

- Manage students from a variety of professional schools receiving behavioral health training at UHC
- In conjunction with CMO, manage and grow additional behavioral health programming opportunities at UHC.
- Provide consultation to UHC PACE leadership regarding behavioral health integration and programming.
- Provide clinical supervision to provisionally licensed clinicians within CHCs and PACE.
- Perform all other duties as assigned.

II. Clinical

- Co-manage health center patients with primary care providers and other clinical team members
- Routinely conduct brief, evidenced based and developmentally sensitive screens for the alcohol and substance use.
- Routinely conduct brief, evidenced based and developmentally sensitive screens for depression and mental health problems.
- Have expertise in common modalities used in primary care settings including cognitive behavioral therapy, behavioral activation, substance abuse recovery models, and relapse prevention.
- Recognize and diagnose, using established classification criteria, the most common mental health and substance use conditions
- Recognize the signs, symptoms and treatments of the most common health conditions, health crisis, and comorbidities
- Schedule includes individual appointments (20-30 minutes), group work, consultations with primary care team (exam room, curbside, team treatment planning).
- Documents include all work in shared electronic record that allows for unified care team communication and care plan.
- Collaborate frequently with site care managers about patient needs, response to treatment, self-management concerns, and referral to community resources.
- Function independently and completes assignments with minimal supervision

III. Communication

- Demonstrate effective written and verbal communication skills.
- Open communication with all including patients, staff, leadership teams and providers.
- Connect with outside agencies.

IV. Teamwork

- Consistently work in a positive and cooperative manner with other employees in and outside of department.
- Communicate well with staff, readily available and responds quickly to internal and external customers.
- Value and incorporate the contributions of people from diverse backgrounds; demonstrates respect for the opinions and ideas of others.
- Share information and own expertise with others to enable accomplishment of goals and objectives.
- Assist other team members in the performance of their assignments, projects, or goals.
- Provide appropriate forums to encourage teamwork with staff members.
- Work with staff to help improve provider efficiency and productivity.

V. Quality Control and Safety

- Quickly resolve safety issues with staff and patients.
- Work with departmental and center staff to resolve safety issues for staff and patients.
- Report accidents to the Safety Officer in a timely fashion.
- Work with providers to be sure all procedures and protocols are followed to ensure that follow up is provided in a timely fashion
- Continually monitor and comply with The Joint Commission Standards

VI. Professional Conduct

- Maintain professional demeanor in all interactions with patients and staff.
- Function independently and completes assignments with minimal supervision.
- Adapt to changes in the work environment.
- Maintain acceptable attendance record.
- Observe work schedule by being punctual for shift, observing designated break schedule, and not leaving work area while on duty.
- Adhere to all applicable Center and department rules, policies and procedures.
- Participate in continuing education, in-services, staff development and meetings.
- Respond positively to constructive criticism from peers and supervisors.
- Meet and interface professionally with other healthcare professionals and organizations in the community.

VII. Efficiency

- Complete work in an organized and timely manner.
- Prioritize and plans work activities to achieve maximum efficiency.
- Strive to improve productivity, flow and outcome of department.
- Organize job functions and work area to effectively complete assignments.
- Manage resources efficiently and works to reduce costs and improve quality.

VIII. Quality of Work/Problem Solving

- Demonstrate commitment to excellence by consistently looking for ways to improve and promote quality within organization.
- Identify problems in a timely manner and develops alternative solutions to problems.
- Contribute to Continuous Quality Improvement activities within the department and organization.
- Consistently evaluates work and evaluates if further steps are needed to meet customer/patient/management expectations.
- Demonstrate sound judgment by taking appropriate actions regarding questionable findings or concerns.

Preparation and Training

Master's degree from an accredited university/ college (MSW) of Social Work, Psychology, or other behavioral health field and North Carolina Clinical Social Work Licensure (LCSW) is required.

Experience

Five (5) years of clinical experience providing therapeutic treatment services with MI and/or SA pediatric, adolescent, adult, geriatric, and prenatal populations. Knowledge of public/private behavioral health/substance abuse treatment delivery system. Two (2) years of previous management or supervisory experience. Preferred previous experience in an integrated primary care/behavioral health care setting.

An equivalent of knowledge and experience may be considered.

Work requires contact with clients, family members and other professional disciplines and service agencies. Contacts may also include volunteers, court officials, interns, and residents. These contacts involve an exercise of influence, tactful judgment, and proper conduct to negotiate matters, and carry out policies and programs for the best interests of the company/patient. Applicant must be able to work and deal effectively with changing situations, varying workloads, interruptions, etc. Applicant may be exposed to communicable diseases, biohazard substances, medicinal preparations, and other conditions conducive to a clinical environment. Occasional travel required to outside.

Working Conditions/Physical Demands

Extended periods of walking, standing, bending, lifting, pulling, and pushing. Performance of essential duties requires close and distance vision, hearing acuity, dexterity, and stamina. Must be able to perform heavy lifting, generally more than 25 pounds. Clinical environment with exposure to chemicals, pathogens, and patient body fluids. Ability to work under stressful conditions. Ability to multitask.