



## Job Description

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<b>TITLE:</b> Behavioral Health Services Program Manager Grant Funded	<b>JOB CODE:</b> 2355 <b>FLSA:</b> Exempt
<b>DEPARTMENT:</b> Community Health & Social Services Department	<b>FLSA CLASS:</b> Supervisor
<b>PREPARED:</b> July 1, 2022	<b>WORK LOCATION:</b> Farmington, NM
<b>UPDATED:</b> March 2, 2023	<b>REMOTE WORK ELIGIBLE:</b> YES

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**Summary:** Under direct supervision of the Community Health & Social Services Director, this grant-funded position is responsible for planning, directing, implementing, managing, and overseeing the operations of the Behavioral Health Program, daily management and operations of the Mental Wellness Resource Center, and associated community and behavioral health initiatives; convene behavioral health providers for the purpose of coordinating services and aligning resources and ensuring the community's awareness of services; become familiar with identified service gaps and solution options and recommend implementation plans; ensure operations are compliant with all applicable laws, regulations, and statutes. This professional position will assume responsibility for the Behavioral Health Gaps Analysis, Stepping-Up Initiative, and other administrative services and activities areas as assigned.

**Essential Job Functions:** *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Provide leadership direction to staff in the areas of planning and work assignments; develop and communicate to staff and others the program strategic plan; review and evaluate work methods and procedures; coordinate training and team building, and address complaints and conflict resolution.
- Perform personnel functions related to interviewing, hiring, supervising, disciplining, evaluations, and terminations, as appropriate.
- Recommend, establish, and implement program goals, policies, and procedures; evaluate programs and work processes; ensure activities are based on evidence-based practices and comply with applicable laws, policies, and regulations.
- Monitor Program operations, tracking, and reporting to ensure contract compliance, mandates, and funding requirements.
- Establish strategic partnerships with providers and agencies to support provider capacity in the community.
- Lead implementation of short-term no cost and low-cost solution options with a priority on addressing the significant service gaps. Coordinate implementation of special projects including projects based on industry evidence-based practices.
- Research and identify revenue enhancement opportunities including but not limited to federal, state, and other grants and leverage existing community resources.
- Monitor industry trends and identify potential changes; stay current with latest innovative techniques and technology for areas of responsibility and incorporate those practices in program development and decision making.
- Ensure adequate data collection systems and procedures are in place for all program activities sufficient to produce the necessary data for program evaluation.
- Plan, direct, coordinate, and implement quality assurance and quality improvement systems for county-sponsored behavioral health programs.
- In coordination with the director of the Health Care Assistance Program (HCAP), analyze and make recommendations as to the most effective use of program resources.
- Facilitate communications and coordinate services with service providers in the community, key stakeholders, and governmental and judicial agencies to support and align community substance use disorder treatment, community health, behavioral health, and crisis services.

## **Job Description**

### **Behavioral Health Services Program Manager**

- In coordination with the director, develop and maintain the program budget; control and approve the expenditure of funds; prepare special and recurring reports, grants, proposals, and contracts.
- In coordination with the director, create and maintain appropriate service and staffing level; monitor and evaluate the efficiency and effectiveness of administrative and service delivery methods and procedures to allocate resources accordingly.
- Communicate and coordinate with other departments as needed in the performance of administrative operations and program functions.
- Represent the county on a variety of boards, commissions, and committees; prepare and present staff reports and other necessary correspondence.
- Perform other related duties as assigned.

#### **Required Knowledge and Skills:**

- Knowledge of laws, principles, and practices relevant to behavioral health, crisis services, substance abuse treatment programs, chemical dependency, enforcement incarceration, and community health; including prevention programs, court programs, and facility management.
- Knowledge of applicable Federal and State laws, regulations, and statutes.
- Knowledge of grant and contract writing and management, and of procurement regulations.
- Knowledge of management and personnel administration methods, techniques and policies.
- Knowledge of program development, administration, and evaluation techniques; budget preparation; management; and financial reporting.
- Knowledge of County policies and procedures.
- Knowledge of management principles, practices, and methods.
- Skill in effectively managing, leading, and delegating work and projects.
- Skill in planning, organizing, and evaluating the effectiveness of treatment approaches.
- Skill in developing and implementing policies and procedures.
- Skill in evaluating population health data, preferred.
- Skill in following and effectively communicating verbal and written instructions.
- Skill in project management
- Skill in agenda development and meeting facilitation.
- Skill in establishing and maintaining effective working relationships with elected officials, County staff, service providers, and the general public.
- Skill in writing and administering grants.
- Ability to communicate effectively verbally and written; to prepare accurate, concise, complete, and informative written materials; and to make effective presentations to small or large groups.
- Ability to interact professionally, utilize effective interpersonal communication skills, and work productively with the public, industry, service providers, and agency representatives, and other County employees.
- Ability to work independently.
- Ability to maintain objectivity and confidentiality in dealing with a variety of complex and potentially sensitive projects.
- Proficient in the use of Windows based software for word processing, spreadsheets, databases, and in the development and maintenance of application data.
- Ability to use effective judgment and discretion in decision-making.

#### **Education and Experience:**

- Bachelor's Degree in psychology, counseling, social work, public health, health administration, public administration, or related field with at least five (5) years of directly applicable work experience in the area of behavioral health programs, substance abuse programs, or community social services programs; or equivalent combination of education and work experience sufficient to perform the duties of the position.

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**Behavioral Health Services Program Manager**

- At least three (3) years working in a supervisory/management capacity.
- Valid State of New Mexico Driver's License or able to obtain within six (6) months of employment.

**Environmental Factors and Conditions/Physical Requirements:**

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to physical altercations or required to physically restrain clients.
- May be subject to bending, reaching, kneeling and lifting such as retrieving files, records, and reports.
- Full time work hours for this position consist of being on call in emergency situations.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.
- Some work duties may be performed "remotely" outside of County facilities. For remote access you must complete and maintain a current remote work agreement.

**Equipment and Tools Utilized:**

- Equipment utilized includes computerized and conventional office equipment.

**Approvals:**

**Employee:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Department Head:** \_\_\_\_\_ **Date:** \_\_\_\_\_