



JAMHI Health & Wellness, Inc.

POSITION DESCRIPTION

Position: Director of Behavioral Health Services

Status: Exempt

Department: Integrated Services

Salary Range: \$33.29 - \$46.90

Supervisor: Chief Operating Officer

Date: Revised 7/22/21

Description: Under the direction of the Chief Operating Officer, the Director of Behavioral Health Services is responsible for all aspects of JAMHI's Certified Community Behavioral Health Center (CCBHC) services and implementation. This includes clinical model development and implementation, business development and growth, establishing and maintaining good stakeholder and community relationships, providing staff oversight, development of operations, hiring, training, development and termination of employees, financial planning and budgets, program oversight, risk management, and quality improvement. Ensures the financial sustainability of programs created.

70%	Oversight, Implementation, Administration, and Program Management
25%	Clinical supervision
5%	Other Duties

JAMHI Employee Expectations:

Attendance/Punctuality

- Demonstrates reliable work attendance.
- Consistently arrives, ready to work, at appointed time.
- Consistently complies with break and meal schedules.
- Consistently notifies supervisor of work absences within the appropriate time frames.

Confidentiality/Ethics

- Protects client privacy when performing duties.
- Demonstrates knowledge of Client's Rights/Responsibilities.
- Adheres to JAMHI's Code of Ethics and Conflict of Interest.
- Comply with all JAMHI P&Ps and operational guidelines and local, state, and federal rules and regulations.

Employee Relations/Appearance

- Participates in identification of problems at JAMHI and contributes to group problem solving.
- Utilizes appropriate channels of communication for conflict resolution.
- Promotes harmonious relationships and favorable attitudes among work team.
- Gives and accepts feedback in a constructive manner.
- Wears appropriate, clean attire and maintains good personal hygiene.

Safety

- Knows location and use of emergency equipment (fire alarms, extinguishers, etc.)
- Knows Emergency procedures, including proper response protocol.
- Identifies and reports any unsafe conditions in a timely manner.

Continuing Education

- Responds positively when learning needs are identified.
- Attends mandatory in-service programs.

JAMHI Pledge of Quality:

Commitment: In order to continuously improve in everything we do, we welcome, accept and act upon constructive feedback from any source.

Dedication: In order to fulfill our dedication to helping others, we work together and support each other – always.

Integrity: We keep the promises we make. We do not promise what we cannot do.

Accountability: We hold ourselves and each other accountable and responsible for our actions. WE do not look the other way. Measurements and time frames guide our progress.

Responsibility: We ALL accept responsibility to make a difference in meeting the needs of our co-workers, the customer and the community. We are ALL responsible for solutions to problems.

Recognition: We acknowledge each other's successes. We find joy in what we do daily.

Respect: We treat each other in a dignified, friendly, courteous and professional manner at all times.

Communication: We respectfully Speak, Listen and Respond to ALL individuals. We do not make assumptions. We confirm the message sent is the one received.

Team Work: We have our expectations in order to help each other succeed in our daily responsibilities. This is the success of our organization, and the success of our clients.

Position Duties:

Oversight, Administration and Program Management:

- Coordinates with all JAMHI departments to implement CCBHC project goals and objectives.
- Assists in the development of policies and procedures for agency operation and newly expanded programs and services that support program goals, objectives and mission.
- Collaborate with HR and relevant JAMHI departments to determine staffing requirements, recruit, hire and train staff in a manner that encourages and maintains diversity and cultural competence.
- Ensure compliance with all CCBHC criteria.
- Research and implement appropriate evidence based practices within the program area.
- Identify, measure and direct quality improvement activities routinely within programs, and across program lines as determined by leadership.
- Assist in establishing and meeting productivity, census, and revenue goals.
- Oversee community outreach and education related to CCBHC services.
- Provide 24-hour clinical/administrative oversight to programs when the managers are not available.
- Program Supervisor (Operational and Clinical).
- Assures quality and confidentiality of agency records following JAMHI's P&P on Quality Assurance.
- Assures that all State and Federal laws, regulations and program procedures are followed.
- Serves as accrediting body (CARF) champion for related behavioral health sections.

- Assures timely orientation for new staff and continuing education for all staff on clinical policies and procedures and ensures that appropriate, updated clinical policies and procedures are in place and utilized in service delivery.
- Through delegation, assures that clients are given appropriate information and active referral to other community services and programs, and provides advocacy and follow-up as needed.
- Provides direction and oversight to all JAMHI clinical and rehabilitation services through coordination with Chief Operating Officer.
- Provide coaching and mentoring to staff for performance enhancement, professional development, wellness, and alignment with JAMHI's goals and objectives.
- Attend administrative meetings as necessary or directed.
- Serve on internal and external teams as directed by Chief Operating Officer.

Clinical Supervision:

- Supervises clinical staff to ensure that records and clinical documents are maintained in an accurate, timely, complete manner and meets accepted professional standards, quality assurance and reimbursement requirements.
- Provides clinical leadership to staff regarding triage, assessment, treatment planning, implementation of clinical interventions and clinical documentation. Ensures that criteria for medical necessities are adhered to.
- Manages and maintains the JAMHI same day access capacity into behavioral health services.
- Arranges for professional development training on clinical issues for direct service staff.
- Provides leadership and clinical direction to the treatment teams, schedules regular team meetings.

Direct Services:

Provides back up when necessary for the following services:

- Provide mental health emergency services within the catchment area for individuals with acute emotional or psychiatric crisis through;
 - Emergency Assessment
 - Emergency Referral
 - Crisis Intervention follow-up
 - Participation in on-call rotation for 24-hour emergency response coverage to the community, if needed.
- Perform clinical intake assessments, functional/psychosocial assessments, diagnostic evaluations and formulate recommendations for appropriate mental health, or other, necessary services.
- Groups; psychotherapy and substance use groups.
- Develop individualized treatment plans with each client to further develop their ability to live independently in the community.
- Prepare and maintain all necessary treatment documents for the court and case record
- Act as behavioral health professional on treatment teams for assigned cases.
- Provide expert testimony as necessary in court for legal proceedings.

Supervision Competencies:

Successful Hiring: Objectively makes the best hiring decisions using consist, legal practices.

Communication: Consistently engages stakeholders in ongoing, direct dialogue about workflow, program needs, and achievement of overall organizational goals and objectives.

Delegation: Consistently plans trainings, assignment of tasks, follow-up and coaching of direct reports.

Performance management: Holds self and staff accountable; provides encouragement, incentives and consequences as appropriate.

Performs active coaching; takes corrective action; rewarding and disciplining when necessary.

Collaboration: Leads, follows-up and works effectively with others, both horizontally and vertically.

Decision-making: Consistently effective problem-solver; weighs probabilities and outcomes of pursuing various strategies with regard to overall organizational implications.

Minimum Qualifications:

- Minimum of a Master’s degree in Counseling, Social Work or a related behavioral health field.
- Must be professionally licensed in field or eligible for licensure and actively pursuing licensure.
- Minimum of five (5) years of progressively responsible work experience in mental health or social services programs including at least three (3) years of providing supervision. Experience working with persons experiencing severe mental illness and co-occurring substance use disorder.
- Must possess multifaceted supervisory skills and be knowledgeable of standard administrative procedures. Must have familiarity with non-profit organizations including fiscal operations.
- Ability to develop and manage clinical programs.
- Ability to make personnel management decisions.
- Ability to seek funding, write proposals and perform follow-up activities.
- Good written and oral communication skills, including basic computer skill competency.
- Ability to present a positive public image regarding program activities, through such activities as public speaking, articles for media, etc.
- Ability to work cooperatively and productively with related agency staff, clients and families, allowing for mutual respect, consistency, and empathy, within appropriate ethical and relational limits and boundaries.
- Ability to pass a criminal background check in accordance with the current state regulation requirements.
- Must have valid Alaska driver’s license and be able to pass the JAMHI auto insurance screening through the independent insurance carrier and/or meet the minimum state liability coverage if using own personal vehicle.

Workers Supervised: up to 20

Disclaimer: The statements contained in this job description are intended to describe the general nature and level of work being performed by people assigned to this position. Additional duties and responsibilities may be required of the jobholder based upon the business needs and the request of management. Employee signature constitutes employee’s understanding of the requirements, essential functions, duties, work environment, and physical requirements of this position.

Employee Signature

Date

Supervisor Signature

Date

	Never 0%	Occas. 33% of time	Freq. 45-66% of time	Contin. 67-100% of time
LIFT/CARRY				
1 to 10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11 to 25 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26 to 50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51 to 75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76 to 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Never 0%	Occas. 33% of time	Freq. 45-66% of time	Contin. 67-100% of time
EQUIPMENT USE & OPERATION				
Motor Vehicles	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operate Foot Pedals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PUSH/PULL				
1 to 10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 to 20 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 to 50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51 to 75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76 to 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WORK WITH/NEAR				
Machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electricity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power Tools	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Impact Tools	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heights	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MOVEMENT				
Bend/Stoop/Twist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel/Crawl	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Above Shoulders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Below Shoulders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive Arm Use	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive Wrist Use	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive Hand Use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A) Grasping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B) Squeezing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb Stairs/Ladders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uneven Walking Surfaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Even Walking Surfaces	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

ENVIRONMENT				
Indoors	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Outdoors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme Heat	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dusty	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excessive Noise	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Explain)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENDURANCE		
Task	Hours at One Time	Total Hours in 8 Hr. day
Sit	Less than 4	5-6
Stand	Less than 2	Less than 4
Walk	Less than 1.5	Less than 4

VISION REQUIREMENTS	
Depth Perception	<input checked="" type="checkbox"/>
Less than 20 inches	<input checked="" type="checkbox"/>
Color Vision	<input type="checkbox"/>
Peripheral Vision	<input type="checkbox"/>

ADDITIONAL CONSIDERATIONS (including clarification of any of the above)