



**HEALTH CENTER
PARTNERS**
of Southern California

A Family of Companies



JOB DESCRIPTION

JOB TITLE:	Behavioral Health Program Manager	COMPANY:	HQP
REPORTS TO:	Director of Programs and Research		
DIRECT REPORTS:	None		
STATUS:	Exempt	Full-Time	WORK COMP CLASS: 8871
OUTSIDE TRAVEL: 5%	SCHEDULE: 7/7	WORK CONDITIONS:	Remote/Home Office
	M-F		

This job description is intended to be a general statement about this job and is not to be considered a detailed assignment. It may be modified at any time, with or without advance notice, to meet the needs of the organization.

JOB SUMMARY

The Behavioral Health (BH) Program Manager is responsible for development and implementation of behavioral health related projects in accordance with grant and contract requirements. The BH Program Manager’s main project is managing a primary care and behavioral health integration project funded by the County of San Diego. This includes participation of multiple community health center organizations and behavioral health providers in San Diego. The BH Program Manager is responsible for daily oversight of project activities including close monitoring and coordination with internal staff (e.g. data and reporting manager, data entry specialists) and external partners that are subcontracted to deliver integrated behavioral health services throughout San Diego county. The BH Program Manager will also work with an internal Program Evaluation Manager and other staff on evaluation and general program activities.

The BH Program Manager will also serve as a behavioral health content expert as needed for the Health Center Partners Family of Companies and our health center members. As such, the BH Program Manager may be called upon to provide information or training, vet educational consultants, provide feedback to government affairs staff, and/or other tasks to support the Family of Companies. The BH Program Manager will actively support the mission of Health Center Partners of Southern California Family of Companies. This position reports to the Director of Programs and Research. The BH Program Manager works with an increased level of independence and works on complex programs requiring technical knowledge.

ESSENTIAL JOB FUNCTIONS

Program Management

- Implements assigned projects; manages activities with appropriate staff and project partners in accordance with grant and contract requirements.
- Ensures compliance and attainment of project goals and objectives in a timely manner by developing and implementing detailed work plans and tracking methods in accordance with grant and contract requirements.
- Provides on-going training and technical assistance to health center staff and other community partners as needed, to implement project activities and assure maximum participation in project activities.
- Develops subcontract documents; assists with executing subcontracts with health centers and other community partners.
- Develops project budget and manages and tracks monthly spending internally and among community partners.
- Ensures the project meets all insurance and compliance requirements of San Diego County and provides information as requested on protocols and procedures.
- Prepares for yearly site visits from the project funder and provides requested documentation.
- Develops and/or enhances protocols and procedures for continuous improvement of implementing projects.
- While this position does not supervise staff, provides work direction to team members on specific program activities.

Communication and Reporting

- Maintains communication and relationships with a variety of staff at health centers and other community behavioral health organizations, and social service agencies, as appropriate.
- Represents the family of companies and BH projects in the community; develops and gives presentations to a variety of audiences.
- Develops project-related materials that are culturally appropriate and at the appropriate health literacy level of the intended audience.
- Collects, analyzes, and reports data to monitor project outcomes; generate and present reports using standard formats and graphical summaries.
- Submits oral and written reports on a timely basis as outlined in accordance with grant and contract requirements. Prepares written reports, minutes, agendas, and other project-related correspondence for internal and external distribution.

Education, Training, and Technical Assistance

- Convenes and facilitates meetings and discussions to provide and obtain input on project activities as needed. Meets the on-going training needs of external staff working on BH projects by convening and facilitating multiple workgroups.
- Convenes and facilitates quarterly BH quality improvement meetings.
- Develops and maintains training materials for new staff at community health centers and other community BH organizations and on-boards new staff.
- Trains health center staff and other community partners on the preparation of invoices and claims, track invoices and claims, and review invoices and claims for accuracy.

- With input from a group of stakeholders, plans and hosts an annual, county-wide multi-day integration summit for FQHC staff (primary care providers and BH staff) and county contracted mental health and alcohol and drug services staff with anticipated registration of 400+ attendees.
- Provides on-site training and technical assistance to health centers and/or centralized training on integrated behavioral health programming including but not limited to: integration strategies, Medication for Addiction Treatment (MAT), mental health screening, trauma informed care, and State behavioral health policy as it pertains to served delivered and billed for by federally qualified health centers.
- **Serves as a content expert for the HCP Family of Companies on proposed Medi-Cal behavioral health policy changes and new policy implementation that affects federally qualified health centers. Has expertise in Medi-Cal coverage as it pertains to behavioral health, including substance use treatment.**

Authorizations for Services, Claims Processing, and Invoicing

- Promotes the awareness of treatment resource funds to identified providers and provides training so that identified providers can access the treatment resource funds.
- Answers questions regarding eligibility from the authorization/claims processing unit in order to review eligibility, authorize services, and adjudicate claims. This position will serve as back-up when necessary.
- Works with SD County to seek approval on specific patient services as needed.

Performs other project-related duties as assigned.

QUALIFICATIONS

Skills

Knowledge of behavioral health treatment and services, disorders and diagnoses is required. An understanding of community-based mental health and substance use disorder treatment is essential. An understanding and sensitivity to cultural and socioeconomic aspects of target populations is essential. A keen ability for program management is essential. This includes the abilities to: understand a goal or objective, develop an approach to address that objective, develop a method to track, measure and report on progress towards that objective. Experience with claims processing is not required, however understanding the process and willingness to learn with training provided by staff is required. Attention to detail for authorizations/claims processing is required. Excellent communication skills (oral and in written) are required. The incumbent must have strong interpersonal skills to work effectively in the community and with staff across all levels in the organization, and at partnering organizations. Working knowledge of relevant computer systems and software required. Must possess valid driver's license, insurance and own transportation for use in work, and be flexible with working some evenings and weekends within a 40-hour workweek.

Education/Experience

A master's degree in a behavioral health-related field (e.g. Marriage and Family Therapy, Social Work, Clinical Psychology) is required. Licensure is not required. Five or more years of experience in the

behavioral health field is required. The candidate must have a minimum of three years of experience managing programs or projects. Experience managing a county, state or federal grant or contract is preferred. Experience working with federally qualified health centers, community-based organizations, primary care, and/or ethnically diverse communities is preferred.

PHYSICAL REQUIREMENTS

- Ability to sit or stand for long periods of time
- Ability to reach, bend and stoop
- Physical ability to lift and carry up to 20 lbs.

GEOGRAPHICAL LOCATION, STANDARD BUSINESS HOURS, AND TRAVEL REQUIREMENTS

- Residence in San Diego County is required; work remotely from home.
- Must have internet service with suitable performance ,availability, and security.
- Business hours are generally 8:00-5:00 Pacific time. Actual hours to be arranged with supervisor.
- Approximately 10% travel is required.

HIPAA/COMPLIANCE

- Maintain privacy of all patient, employee and volunteer information and access such information only on as need to know basis for business purposes.
- Comply with all regulations regarding corporate integrity and security obligations. Report Unethical, fraudulent or unlawful behavior or activity.
- Upon hire and annually attend HCP's HIPAA training and sign HCP's Confidentiality & Non-Disclosure Agreement and HIPAA Privacy Acknowledgment
- Upon hire and annually read and acknowledge understanding of HCP's HIPAA Security Policies and Procedures
- Adhere to HCP's HIPAA Security Policies and Procedures and report all security incidents to HCP's Privacy & Security Officer