

Primary Functions:

- Manage the development and implementation of annual and ongoing program goals, objectives, metrics, and priorities within Behavioral Health Services (BHS) oversight.
- Develop annual budget submissions; monitor program budget expenditures to ensure alignment with organizational goals; and make recommendations for capital expenditures as appropriate.
- Oversee, guide, and evaluate all employees in the BHS according to agency policies & procedures and applicable law including, but not limited to, recruitment, retention, and workforce planning (e.g., position management and budgeting); employee relations; leave and CME approval, payroll, and timecard monitoring; and performance management, evaluation & improvement.
- Work with BH Providers, Care Team members, Psychiatric Providers, and BH Care Managers to implement strategies to improve patient access to BH services.
- Provide training and onboarding for all new staff in order to improve the integration of Behavioral Health. Facilitate BH orientation and offer more in-depth training to new providers or department leads.
- Ensure counseling, therapeutic and programming compliance with applicable federal, state, agency regulations and applicable accreditation requirements through ongoing policy and procedure development, implementation, and review.
- Ensure the timely preparation, development, and submission of monthly, quarterly, and/or annual business activity reports for the BHS to the CEO, Board of Directors, or other federal contract/grant entities, and to any other entity as required by law, agreement, or executive request.
- Work with team members to implement systems to monitor/ensure compliance in clinical supervision, credentialing and privileging activities, tracking of continuing education and licensure renewals, peer reviews, and ongoing and focused professional practice evaluation processes.
- Implement ongoing processes to assess client/patient satisfaction, maintain high public ratings relating to agency services and respond promptly to resolve patient grievances when indicated.
- Engage elements of branding/marketing to highlight unique and effective program elements to potential partners and clients; serve as a primary point of contact to the public for SUD/BH networking and partnerships with local entities, health departments, regional BH authorities, universities and other programs.
- Establish an engaging and transparent workplace culture through regular meetings, updates, communication, and action designed to promote employee morale and engagement.
- Provide monthly, quarterly and/or annual reports that summarize program activities and achievements as requested by the CEO.
- Attend professional conferences and research new therapeutic tools and models for potential use and alignment with agency programs.
- Maintain an appropriate patient caseload to preserve therapy/counseling skills. Maintain membership in appropriate state/national professional organizations.
- Work closely with other executives to identify operational risks and performance improvement opportunities to enhance program quality through workforce planning, redesign, equipment acquisition, and/or business process modifications.
- Serve as project manager as required for assignment and/or initiatives within the BHS or as assigned by the CEO.
- Other responsibilities as assigned.

Minimum Qualifications:

1. A master's degree from an accredited educational institution in Mental Health Counseling, Clinical Social Work, or a related behavioral or medical field. Degree will be verified.
2. Two to four (2-4) years clinical counseling/substance use disorder counseling experience and one to three (1-3) years' experience at a supervisory level.
3. Current independent counseling license granted by the Arizona Board of Behavioral Health Examiners. Able to complete and maintain a current AZ Clinical Supervisor's Certificate.
4. Documented experience with SUD treatment.
5. Current BLS certification for healthcare providers.
6. Basic computer skills and knowledge of word processing software.
7. Demonstrated extensive knowledge of outpatient healthcare operations.
8. Possess a valid driver's license.
9. Working knowledge of Microsoft Office products.
10. Ability to work well under pressure in a fast-paced environment.
11. Detail oriented, organized, professional, and the ability to multi-task.
12. Good interpersonal and human relations skills are required. Must possess skills to empathize and care for a variety of patients, including low-income and diverse cultures and treat everyone (internal and external customers) with respect and dignity.
13. Ability to maintain confidentiality at all times in all situations and follow the laws and intent of the most current HIPAA laws and regulations and Creek Valley Health Clinic's security and privacy policies.
14. Ability to read, write and speak clearly understandable English.

Preferred Qualifications:

1. A doctoral degree in a behavioral health-related field, such as Doctor of Behavioral Health (DBH).
2. Three (3) years substance use disorder counseling experience.
3. Practice experience in an Integrated Behavioral Health setting.

4. Demonstrated success as a leader in a behavioral health setting.
5. Prior experience with accreditation and licensing surveys.
6. Five years (5) of clinical or healthcare experience.
7. Three years (3) of healthcare management experience.
8. Firm understanding of Colorado City, Hildale, and the surrounding area.

Appearance Standards:

This position shall follow the appearance standards as outlined in the Personnel Policy “*Dress and Personal Appearance.*”

Physical Requirements:

Administrative Staff				
	Not Applicable	Occasionally	Frequently	Constantly
Stand			X	
Vision - near				X
Vision – w/assistance				X
Walk		X		
Sit				X
Handling				X
Reach outward			X	
Reach above shoulder		X		
Climb		X		
Crawl	X			
Squat/kneel		X		
Bend		X		
Lift/Carry				
10 lbs or less		X		
11-20 lbs		X		
21-50 lbs		X		
51-100 lbs		X		
Over 100 lbs	X			
Push/Pull				
12 lbs or less		X		
13-25 lbs		X		
26-40 lbs		X		
41-100 lbs	X			
Not applicable	Activity does not apply to this position			
Occasionally	Position requires this activity up to 33% of the time (0-2.5 hrs per day)			

Frequently	Position requires this activity from 33%-66% of the time (2.5-5.5 hrs)
Constantly	Position requires this activity more than 66% of the time (5.5 hrs +)

OSHA CATEGORY CLASSIFICATION:

I understand that the duties that are required of me place me in a Category II.

While performing the duties of this position, the employee is exposed to weather conditions prevalent at the time. The employee may experience exposure to dust, pollens, pollutants, fumes, and communicable diseases as related to the health care environment. The noise level in the work environment is usually moderate.

Travel is is not required. It is anticipated that travel will be:

- 5% – 10%
- 10% – 25%
- 25% – 50%
- 50%-75%
- 75% - 90%

The specific statements shown in each section of this Job Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The job’s responsibilities/tasks may be modified and/or expanded over time. **Creek Valley Health Clinic will inform the employee when changes in the respective job description are made.**