BEHAVIORAL HEALTH PROGRAM MANAGER

Job Requisition #20-0055
Location: Riverside Health Center
Application Deadline: Until Filled

Hours Per Week: 40
Status: FT (1.0 FTE)
Benefit Eligible: Yes

All people share a powerful need for the basic necessities of a good life and a place that understands that good health starts with a caring touch and a kind word. Since 1971, the Community Health Centers of Burlington (CHCB) has provided access to high quality health care regardless of financial status or life circumstance. We strive to improve the health of all within the communities we serve in an environment that conveys respect, offers support, and encourages people to be actively involved in their own health care. Our positive, mission-minded staff make CHCB a great place to work!

CHCB is an innovative Federally Qualified Health Center with eight sites throughout Chittenden County and southern Grand Isle County. We are an Equal Opportunity Employer and are especially interested in candidates who can contribute to the diversity and excellence of the organization. We offer a generous benefits package to eligible employees and a competitive minimum hourly wage for entry-level positions.

Essential Duties

Departmental Responsibilities
- Oversees and evaluates department operations to meet the goals of the Health Center.
- Formulates program goals and objectives.
- Recommends policies and procedures to the Health Center to document the professional practices and operations of the Behavioral Health Program.
- Serves as the department’s point of contact to communicate Health Center initiatives to staff.
- Serves as the department’s leadership representative on committees such as Patient Relations and Operations Management.
- Investigates any patient incident complaints within the Behavioral Health Department.
- Oversees the fiscal accountability within the department such as but not limited to: patient visit and revenue, quality measures reports, contributes to grant applications as requested, department budget, accounts payable approvals and payroll approvals.
- Continually seeks to improve efficiencies within the BH program to promote high quality patient care and satisfaction.
- Coordinates with external agencies as needed.

Clinical Practice
- Maintains a limited therapy practice and provides other clinical duties, including consultation within CHCB’s medical clinic, as needed.
- Responsibilities as a LICSW Behavioral Health Clinician as outlined in CHCB’s Behavioral Health Clinician job description.

Interdepartmental Responsibilities
- Encourages and models open communication between staff and other departments, ensuring effective interdepartmental functioning. Makes recommendations as appropriate.

Compliance Responsibilities
- Ensures that departmental work activities comply with CHCB policies, procedures, protocols, and risk management standards.
- Assists the MDPBH in the development of and revisions to CHCB policies, procedures and protocols as required.
- Ensures compliance with applicable mental health, Social Work, and Substance Abuse Counseling laws, ethics, regulations and standards of care. Including governing laws/regulations and guidelines such as HIPAA, OSHA, Vermont Department of Health, FOHC’s, health insurance regulations, etc.

Personnel Management Responsibilities
- Conducts performance management activities including performance reviews, performance improvement plans, corrective action, disciplinary actions and terminations.
- Provides clinical training and supervision of Behavioral Health Services Department staff.
- Encourages and facilitates professional development of staff as appropriate for meeting goals and objectives of department.
- Recruits and hires behavioral health staff.
- With assistance from the Lead Behavioral Health Clinicians, ensures the completion of regular reviews of staff documentation (assessment, treatment plans, and discharge summaries) for accuracy, completeness and compliance with regulations.
- Helps to conduct staff meetings and communicates effectively with staff as appropriate/necessary.
- Encourages and models open communication with staff.

Basic Qualifications

Education, Licensure, Experience:
- Master’s Degree or PhD in one of the Behavioral Health sciences.
- Professionally licensed or the ability to become licensed in the State of Vermont.
- Minimum 3 years of licensed clinical practice experience, 5+ preferred.
- Valid Driver’s License

Knowledge, Skills and Ability
- Knowledge of human behavior, individual differences in ability, personality, interests, learning and motivation; psychological research methods; and assessment and treatment of behavioral and affective disorders.
- Thorough knowledge of mental health and substance abuse assessment and diagnostic skills.
- Excellent written and verbal communication skills.
- Ability to apply general rules to specific problems to produce answers that make sense; and to combine pieces of information to form general rules or conclusions (deductive and inductive reasoning).
- Ability to consider relative costs and benefits of potential actions.
- Ability to motivate, develop, and direct people as they work, matching individual skill sets with departmental needs, conducting performance reviews.
- Proficiency in computer technology applicable to clinical operations.

To apply for this position, please send a resume and cover letter to: HR@CHCB.org
The Human Resources Department will contact applicants who have been chosen to continue through the applicant selection process.
Learn More! See our Website at www.chcb.org/careers/positions-available.