



# Chief of Collaborative Care

**Job Code:** CCA - 131  
**Revision Date:** Dec 21, 2018

**Salary Range:**  
\$42.23 - \$69.09 Hourly  
\$3,378.40 - \$5,527.20 Biweekly  
\$87,844.00 - \$143,705.00 Annually

**FLSA:** Exempt

## Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

## General Description

The purpose of this job is accountable for the growth and effective delivery of integrated mental health services lines, to include primary and preventive health provided under the Outpatient Collaborative Care Services Department. The Chief of Collaborative Care is responsible for the strategic management and operations of Outpatient Collaborative Care services. Analyzes patient volumes, patient satisfaction, contribution margins as well as other patient and market data to drive the commercial service line(s) growth. Provides leadership, supervision of Associates in key roles, coordinates the development of clinical and comprehensive service delivery systems, fiscal accountability, policy development, organizational development, data analysis, and community development

This class works independently, under limited supervision, reporting major activities through periodic meetings.

## Duties and Responsibilities

**The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.**

- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- Coordinates, assigns and reviews work and establishes work schedules; maintains standards; monitors status of work in progress; inspects completed work assignments; answers questions; gives advice and direction as needed.
- Acts as a professional advisor to Associate CEO on all aspects of the Department.
- Engage in division operations to ensure information is clearly understood; prompt feedback is provided and communicated to appropriate parties for professional support.
- Establish a positive, healthy, and safe work environment that promotes growth.

- Work in collaboration with staff to develop and implement solutions while monitoring systems of service delivery to ensure efficiency and effectiveness within operations.
- Work in conjunction with department management to maintain compliance with all outcome measures, performance standards, and contractual requirements with all private, local, state and federal contracts or as applicable.
- Analyze operations to evaluate performance of the Division and its staff in meeting objectives or to determine areas of potential cost reduction, program improvement, or policy change.
- Work in conjunction with unit management to uphold service standards to achieve a level of quality that exceeds expectation of the patient, stakeholder and community.
- Work with staff and finance division to prepare and manage a comprehensive budget to fund operations, maximize investments, and increase efficiency; provide comprehensive reports on the revenues and expenditures of the division.
- Direct, plan, or implement policies, objectives, or activities of the Department to ensure continuing operations, to maximize returns on investments, or to increase productivity.
- Represents the organization and division at community activities to enhance division and organization community profile; establish good working relationships with community groups, and other community agencies to help achieve the goals of the organization.
- Identify current community challenges and opportunities relating to the mission of the organization.
- Performs other duties as assigned.

### **Minimum Education and Experience Requirements**

Requires a Bachelor's Degree (Master's preferred) in Business or healthcare related field supplemented by seven (7) years of professional experience, of which five (5) are in a supervisory position, in clinical and/or healthcare services, hospital administration or closely related field; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

### **Required Knowledge and Abilities**

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

### **Physical Demands**

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

### **Unavoidable Hazards (Work Environment)**

- None

### **Special Certifications and Licenses**

- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

### **Americans with Disabilities Act Compliance**

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

### **Other Job Characteristics**

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

**Note:** This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.