



# Chief of Mental Health Operations

**Job Code:** COO - 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 to manage clinical services provided throughout EHN, as they relate to Behavioral Health; and is responsible for effective and efficient leadership of provider performance. This position is accountable for developing and implementing medical services and case management strategies and, in conjunction with Clinic Management, establishing and implementing strategies and performance standards, monitoring and applying continuous improvement processes to achieve expected high-quality medical outcomes while appropriately managing compliance and risk. This position also provides high level oversight for all waivers, grants and collaborative efforts and maintains relationships with other academic and community-based organizations on a local, state and national level.

This class works under administrative supervision, developing and implementing programs within organizational policies and reports major activities to executive level administrators through conferences and reports.

## 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.

- Provides system-wide services planning, effective direction to and leadership of all Integrated Care and Addiction Services medical providers, effective financial management and development of medical services strategy and goals, accurate and timely reporting of goals and performance.
- Reviews all performance measures for Mental Health and ensure that they are met or that procedures are set in place to meet the standards.
- Monitor performance measures.
- Ensures medical practice risk is effectively managed.
- Directs individual and center-wide provider selection, placement and professional development; monitors, mentors and appropriately manages provider performance.
- Provides system-wide medical oversight and consultation for collaborative projects with other agencies and special projects as applicable.
- Maintains leadership role in local, state and national organizations to further the goals to improve individual and population outcomes, improve patient experience and reduce cost of care.
- Participates in the activities of quality assurance; pharmacy, infection control and safety programs; oversees medical care committees.
- Performs other duties as assigned.

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

Requires a Bachelor's Degree in Hospital, Business or Public Administration, Health Science or similar major; supplemented by eight (8) years of responsible, supervisory experience in the medical or mental health 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.