

# Health District

OF NORTHERN LARIMER COUNTY

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	<b>Mental Health Connections Manager</b>
<b>DEPARTMENT</b>	<b>Mental Health Connections</b>
<b>SALARY GRADE</b>	<b>Grade 13</b>
<b>REPORTS TO</b>	<b>Director of Health Services</b>

### POSITION OVERVIEW

The Mental Health Connections Manager manages all aspects of Connections (Adult Team and Child, Adolescent, and Young Adult Connections (CAYAC)). Mental Health Connections provides services in the following areas:

- **Mental Health and Substance Use Resources** - A range of services designed to facilitate access to appropriate mental health and substance use related services and remove barriers to accessing care, including screening and assessment, crisis intervention, brief therapy, connection to affordable services, information, and referral, psychoeducation, client advocacy and care coordination.
- **Community Education and Outreach** - Services designed to educate the community about mental health and substance use issues, improve the ability of community members to identify these issues earlier and encourage treatment, and to provide the community with information on related resources, including information on Connections services.
- **Provider Relations and Development** - Services designed to develop relationships with practicing behavioral health providers, assist providers in networking and connecting with other providers, share information on community needs, activities, emerging best practices, and evidence-based practices with providers, offer targeted professional development and training activities, and engaging providers in service opportunities such as participation in disaster response or as a Pro Bono provider.

The Mental Health Connections Program Manager works with the Director of Health Services and the Connections leadership team, as well as administrative staff from partner agencies to develop an annual strategic plan for Connections services. The plan includes developing and implementing new services and/or approaches, and to continuously evaluate and improve services, program outcomes, community needs, and opportunities for community and/or service development.

The Manager provides clinical supervision to a team of both entry level and experienced professional staff from the Health District and other partners, and attends to effectively managing change, maintaining a productive work environment and high levels of staff morale, and ensuring the implementation of policies and procedures.

### SUPERVISION AND FISCAL RESPONSIBILITIES

This position directly supervises the Operations Supervisor, a staff of Behavioral Health Providers and Care Coordinators and is responsible for assisting with and development of the program budget.

### EXAMPLES OF DUTIES

#### Administrative Supervision

- Recruits and selects master's level mental health clinicians.
- Trains, supervises, and evaluates the performance of staff members and works closely with partners to evaluate performance of shared staff.
- Develops weekly schedules to ensure the most effective staff coverage.
- Oversees communication, workflow, and relationships with internal and external providers.
- Leads daily team huddles, weekly team meetings, and maintains regular one on one meetings.

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- Ensures service delivery incorporates sensitivity to those with physical and mental health conditions.
- Ensures services are provided in a manner that is culturally and linguistically relevant to the customer.
- Works with staff to develop plans to meet continuing education needs, ensure proper self-care and continued professional development.
- Provides team leadership to ensure high levels of morale, commitment, and customer service, while maintaining a highly motivated and skilled staff.

### **Program Management**

- Works with the Director of Health Services and other partners to:
  - Develop, implement, and revise as necessary, the Connections Strategic Plan.
  - Develop, implement, and revise the program's operating plans, policies, procedures, and service protocols in keeping with the organization's strategic plan and policies.
  - Develop and maintain close working relationships with other partners' administration and staff to develop and maintain shared programming.
  - Oversee the day-to-day operations of the program, assuring that services are rendered in keeping with the program plans, policies, and procedures.
  - Prepare and manage the operating and capital budgets for the program, including both the yearly Health District Budget and any additional grant funded program budgets.

### **Direct Service Oversight and Management**

- Assists the Director of Health Services in development and implementation of service protocols to govern the provision of all direct services and programs provided by the Connections program.
- Coordinates service provision with other partner agencies.
- Oversees the daily provision of services, assesses efficiency and effectiveness of processes, makes ongoing improvements, and provides problem-solving, troubleshooting, and guidance to staff.

### **Program Evaluation**

- In coordination with the Director of Health Services and the Evaluation Team:
  - Participates in the setting of goals and objectives and the design of methods for achieving these objectives.
  - Develops and implements an approach to evaluating the degree to which the program is meeting the process and outcome targets stated in the strategic plan and presents the result of this evaluation on a timely basis.
  - Develops accurate reports and utilizes data gathered through evaluation processes and community, client, and provider input to improve the Connections program.

### **Service Development, Community Coordination and Leadership**

- Takes a leadership role to facilitate community coordination to ensure quality and consistency across systems, better communication and coordination of care, ongoing identification of needs and potential solutions to improve access to care.
- Identifies community partners, develops, and maintains relationships, and coordinates efforts between these partners which may include developing shared frameworks, quality standards and protocols and guidelines for service delivery, and providing technical assistance to facilitate adoption of shared activities.
- Works closely with the Community Impact Team, other Health District behavioral health services, and the Community Mental Health and Substance Abuse Partnership to coordinate strategies and approaches to community mental health service improvement and to provide leadership in community-based treatment and service innovations.
- Maintains information on service gaps and unmet needs and shares this information appropriately to help improve community services.

### **Disaster and Critical Incident Response**

- Works with others in the community including the Disaster Services Coordinator at SummitStone, Red Cross, and private providers to plan for and execute effective responses to mental health needs in

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critical incidents and disasters, and to evaluate each response to determine effectiveness and potential areas for improvement.

- Oversees the role of Connections as the center for training of clinical professionals in psychological first aid and other mental health disaster response protocols, and deployment of certified mental health disaster responders to community critical incidents and disasters. This may require the Program Manager to respond over extended periods of time that include weekends and nights, and may require response on-site at shelters, disaster response staging areas, and on-site in disaster areas.

### **Community Education and Outreach**

- Oversees services designed to educate the community about mental health and substance use, reduce stigma, and increase early identification of issues, including Question, Persuade, and Refer (QPR).
- Oversees targeted marketing to engage priority populations.
- Oversees HealthInfoSource.com, a searchable database of community mental health and substance use resources.
- Works with the Communications Director, partners and specifically assigned staff to design and implement a marketing, public information, and outreach program for keeping all target audiences adequately aware of the program.
- Meets with agencies, providers, and others to explain the program and to develop formal referral relationships and memoranda of understanding.

### **Clinical Supervision**

- Provides clinical supervision for team of behavioral health providers various clinical interns and PRN staff. Assists the Care Coordination team with clinical needs.
- Through one-on-one supervision sessions and group staffing, provides support, guidance, and assistance with clinical, ethical, and legal decision-making.
- Monitors clinical decisions and case outcomes to ensure quality services.

### **Other**

- Develops and maintains positive, professional, and productive relationships with consumers, the public, other agencies, co-workers, and supervisors.
- Works as a team-member, participating in group meetings, retreats, and special events.
- Maintains a small clinical caseload, and/or participates in other clinical activities such as on-call coverage, and group facilitation as time and schedule allows.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Education or Formal Training**

- Master's Degree or higher in a behavioral health discipline
- Professional in the State of Colorado as an LPC, LCSW, LMFT, or other behavioral health clinical licensure
- Certified Addiction Specialist (CAS) or Licensed Addition Counselor (LAC)
- A minimum of five years of clinical experience in a behavioral health care setting
- A minimum of three years of experience in:
  - Clinical supervisory experience
  - Management and leadership experience, including experience developing, implementing, managing, and evaluating programs and/or services
  - Experience working with multiple groups, organizations, and/or agencies to achieve collective, identifiable long-term improvements
- Advanced skills in Microsoft Office (Word, Excel, PowerPoint, and Outlook) and experience in database development and management
- Demonstrated skills in health or behavioral health related program management, including program and service development, supervision, team leadership, data management, evaluation, and public education

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- High level project management skills including ability to plan, conceptualize and define multiple projects and tasks, identify steps towards project completion, and create and implement strategies to ensure successful completion with superb attention to detail
- Superb problem-solving skills and judgment, including the ability to identify, assess and choose from multiple potential solutions
- Ability to provide effective clinical supervision to entry level and experienced professionals
- Knowledge of and experience with current evidence-based practices in mental health and substance abuse, including knowledge and experience with integrated treatment interventions for co-occurring mental health and substance abuse disorders
- Extensive client assessment, diagnostic and treatment experience, including solid working knowledge of and ability to use current diagnostic system, and demonstrated ability to plan and use effective clinical interventions with clients
- Experience in coordinating clients' mental health service plans with other community agencies and providers
- Ability to work both cooperatively within a team and independently
- Ability to communicate well verbally and in writing, (and to keep accurate and complete records) and ability to make public presentations, write reports, and facilitate effective meetings
- Must have a high degree of knowledge and experience with current clinical standards of practice, and practice innovations, including but not limited to:
  - Social work principles and methods
  - Strength-based interventions
  - Trauma-specific interventions/trauma-informed care
  - Brief intervention/solution focused treatment models
  - Crisis intervention techniques
  - Motivational interviewing, stage-based treatment, and harm reduction
  - Addiction and co-occurring disorder treatment
  - Group psychotherapeutic interventions
- Extensive knowledge of local mental health systems and referral sources, including knowledge of community mental health issues, barriers to service, etc., is desired
- Existing strong relationships and reputation with community leaders, providers and others in organizations and fields with an interest in mental health and substance use issues is desired
- Significant knowledge of approaches to prevention, early identification and early intervention of mental health and substance use disorders is desired
- Experience working with youth and families is desired
- Experience in mental health crisis response and stabilization services is desired
- Experience and training/expertise in psychological first aid, critical incident response, and response to mental health needs in disasters is desired
- Written and oral fluency in English and Spanish language is desired
- Detail oriented, excellent organizational skills, a commitment to a high level of accuracy and maintain confidentiality with protected client information
- Ability to effectively interact, work, and develop meaningful relationships with people of diverse backgrounds, including cultural beliefs, customs, socioeconomic status, abilities, genders, and gender identities
- Skills in coaching and developing employees
- Ability to effectively assign, prioritize and direct the work assignments and scheduling of staff reporting to this position
- Requires Reliable Transportation; Valid driver's license and auto insurance if reliable transportation is by personal automobile

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- Must comply with infection control policies for this position. Requirements include providing documentation of MMR, Varicella, and Tdap immunizations and compliance with tuberculosis training, screening, and testing on hire.

The above job definition information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Job duties and responsibilities are subject to change based on changing business needs and conditions.

### WORK ENVIRONMENT

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
  - Must have close visual acuity to perform activities such as: preparing and analyzing data and figures, viewing a computer monitor, extensive reading.
  - Must be able to sit or stand for prolonged periods.
  - Must have eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, telephone, photocopier, and other office equipment.
  - Must have the ability to move from place to place on the job.
  - Must have the ability to communicate information and ideas verbally so others will understand.

**General Benefits Description** – For qualifying employees, the Health District provides paid time off, medical, and dental insurance, life, and disability insurance, 401(a) employer match, and a robust employee wellness and recognition program. Vision insurance and an additional pre-tax retirement plan is offered. A complete list of benefits can be found on the Health District website.

**Equal Opportunity Employer** - The Health District is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, ethnic or national origin, ancestry, age, sex, pregnancy, disability, genetic information, veteran status, gender, marital status, sexual orientation, gender identity or expression, religion (creed), political beliefs, or any other characteristic protected by federal, state, or local laws.