JOB ANNOUNCEMENT

POSITION TITLE: Mental Health Connections Program Manager

POSITION NUMBER: 53-018

HOURS: Regular Full-time
40 hours per week (1 FTE)

Requires some flexibility in scheduling, including occasional night meetings, weekend events, and travel.

SALARY RANGE: $65,000 - $75,000 per year DOQ

Grade 13
Exempt Status

TO APPLY: Send resume and cover letter to:
Search Coordinator
Health District of Northern Larimer County
120 Bristlecone Drive, Fort Collins, CO 80524
FAX 970-221-7165
E-mail to searchcoordinator@healthdistrict.org

DEADLINE: To receive full consideration, materials must be received by 5:00 pm on Monday, January 26, 2015; however, position remains open until filled.

QUALIFICATIONS:
Required

Education or formal training:
- Master's Degree or higher in a behavioral health discipline

Certificate/License:
- Professional licensure or ability to become licensed within six months in the State of Colorado as an LPC, LCSW, LMFT, or other behavioral health clinical licensure

Experience
- At least three years of clinical experience in a behavioral health care setting
- At least two years of:
  - Administrative supervisory experience
  - Clinical supervisory experience
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- 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

**Knowledge, Skills and Abilities:**
- Demonstrated skills in health, human service and/or behavioral health related program management, including strategic planning, budgeting, service development, staffing, supervision, team leadership, data management, evaluation and public education
- 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
- Demonstrated success in strategic planning, including experience and excellent skills in identifying and defining visions and goals, resources, potential barriers and ways to proactively address barriers; and approaches to focusing resources and strategies to enable success and progress on goals
- Exemplary, demonstrated, and recognized leadership capabilities, vision and creativity including the ability to envision new and ground-breaking ways to create, organize or re-organize services and/or systems, and the ability to help others do the same
- Superb problem-solving skills and judgment, including the ability to identify, assess and choose from multiple potential solutions
- Ability to provide effective administrative supervision, including hiring, performance evaluation, staff training, and ensuring the implementation of policies and procedures
- Ability to provide effective clinical supervision to entry level and experienced professionals
- Knowledge of and experience with current clinical standards of practice 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

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- A high level of cultural competence, including the ability to understand and work with diverse cultures, lower socioeconomic groups and people with physical and mental disabilities, and incorporate their relevant needs into clinical practice

- Ability to develop and maintain positive, professional, productive relationships with the public, other agencies, coworkers, supervisors, clinical professionals and clients to leverage strong relationships, trust and respect to create progress

- Ability and desire to be a valuable team player and a positive influence on team work and interactions, focusing on strengths, solutions, and achievement of goals with the ability to work both cooperatively and independently

- Superb written and oral communication skills including 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

- **Material and Equipment Directly Used:**
  - Strong computer skills, including Windows operating system, email, word processing, spreadsheet applications, Power Point presentations, and experience in database development and management

- **Working Environment/Physical Activities:**
  - 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 an activity such as: preparing and analyzing data and figures, viewing a computer terminal, expansive reading.
    - Must be able to sit or stand for prolonged periods.
    - Must have eye-hand coordination and manual dexterity sufficient to operate a computer terminal, telephone, photocopier and other office equipment.
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- Must have normal physical mobility, which includes movement from place to place on the job.
- Must have the ability to communicate information and ideas in speaking so others will understand.

- Reliable vehicle; valid driver’s license and insurance

**Special consideration will be given for:**
- Extensive knowledge of local mental health systems and referral sources, including knowledge of community mental health issues, barriers to service, etc.
- 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
- Significant knowledge of approaches to prevention, early identification and early intervention of mental health and substance use disorders
- Experience working with youth and families
- Experience in mental health crisis response and stabilization services
- Experience and training/expertise in psychological first aid, critical incident response, and response to mental health needs in disasters
- Bilingual (English/ Spanish) written and oral skills
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REPORTS TO: Director, Healthy Mind Matters

GENERAL DUTIES:

The Mental Health Connections Program Manager manages all aspects of Connections, which is maintained off-site by the Health District in partnership with Touchstone Health Partners. Mental Health Connections provides services in the following areas:

a) **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 intervention, connection to affordable services, information and referral, consumer advocacy and care coordination.

b) **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.

c) **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, provide targeted professional development and training activities, and engage 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 Health District’s Director of Healthy Mind Matters, Program Evaluation Team, and Executive Director, as well as administrative staff from partner agencies to develop an annual strategic plan for Connections services, develop and manage the annual budget, develop and implement 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 and administrative 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.

SPECIFIC DUTIES:

1) **Program Management**
   a) Works with Health District and other partners to:
      i) Develop, implement and revise, as necessary, the Connections Strategic Plan.
      
      ii) Develop, implement and revise the program’s operating plans, policies, procedures and service protocols in keeping with the organization's strategic plan and policies.
iii) Develop and maintain close working relationships with other partners’ administration and staff to develop and maintain shared programming.

iv) Oversee the day-to-day operations of the program, assuring that services are rendered in keeping with the program plans, policies and procedures.

v) Prepare and manage the operating and capital budgets for the program.

2) Direct Service Oversight and Management
   a) Develops and implements service protocols to govern the provision of all direct services and programs provided by the Connections program.

   b) Coordinates service provision with other partners.

   c) Oversees the daily provision of services, assesses efficiency and effectiveness of processes, makes ongoing improvements, and provides problem-solving, troubleshooting, and guidance to staff.

3) Program Evaluation
   a) In coordination with the Evaluation Team:
      i) Participates in the setting of goals and objectives and the design of methods for achieving these objectives.

      ii) 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.

      iii) Develops accurate reports and utilizes data gathered through evaluation processes and community, client and provider input to improve the Connections program.

4) Service Development, Community Coordination & Leadership
   a) Develops new services designed to meet specific community mental health and substance use needs and/or grows existing services to meet changing needs in the community.

   b) 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.

   c) Identifies community partners, develops and maintain 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.
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d) Works closely with the Healthy Mind Matters 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.

e) Maintains information on service gaps and unmet needs, and shares this information appropriately to help improve community services.

5) Disaster and Critical Incident Response
a) Works with others in the community including the Disaster Services Coordinator at Touchstone, Red Cross, and private providers to plan for and execute effective responses to mental health needs in critical incidents and disasters, and to evaluate each response to determine effectiveness and potential areas for improvement.

b) 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 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 onsite in disaster areas.

6) Community Education and Outreach
a) Oversees services designed to educate the community about mental health and substance use, reduce stigma, and increase early identification of issues, including Mental Health First Aid (MHFA), Youth MHFA, Intro to MHFA, etc.

b) Maintains adequate staff certified as MHFA trainers and coordinates with Touchstone Health Partners to provide trainings in the community.

c) Oversees targeted marketing to engage priority populations in Mental Health First Aid.

d) Oversees public interface with HealthinfoSource.com searchable database of community mental health and substance use resources, self-screening and information gathering.

e) 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.

f) Meets with agencies, providers, and others to explain the program and to develop formal referral relationships and memoranda of understanding.

7) Provider Relations and Development
a) Oversees recruitment of volunteer and contracted service providers, including recruiting and maintaining Pro Bono providers and contracted psychiatric care providers.

b) Develops and implements mechanisms to demonstrate volunteer appreciation.

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c) Encourages provider listing on Healthinfosource.com.

d) Oversees Connections newsletter and other methods of provider communication.

e) Gathers input and information on professional development and training needs from providers.

f) Provides targeted professional development and training activities for providers to ensure use of best practices/state of the art services, including regular training and networking opportunities to share information on community needs, activities and initiatives.

g) Engages providers in community service opportunities such as participation on the CARE Team (Disaster Response), becoming a MHFA trainer, and providing Pro Bono services.

8) Database and Information System Administration

a) Works to design, develop and maintain online database of mental health and substance abuse resources in conjunction with the Healthinfosource.com website, including:
   i) Oversees the identification and recruitment of providers, agencies, and other services to be included on the database.

   ii) Ensures that information included on database is comprehensive and accurate.

   iii) Oversees the development and maintenance of a system of extracting information to be utilized in reporting activities.

   iv) Ensures that there is an appropriate public information plan in place to educate the community about the resource.

b) Develops and maintains database management system to monitor all aspects of the program, including demographics, services rendered, outcomes, and expenditures.

c) Develops and implements a computerized client tracking system that enables a multi-person staff to share information on all interactions with clients.

9) Administrative Supervision

a) Recruits and selects program staff, including Master's level mental health clinicians, clinical interns, PRN staff, client and/or peer advocates, and administrative personnel.

b) Trains, supervises, and evaluates the performance of staff members and works closely with partners to evaluate performance of shared staff.

c) Develops weekly schedules to ensure the most effective staff coverage.

d) Works with staff to develop plans to meet continuing education needs, ensure proper self-care and continued professional development.
e) Provides team leadership to ensure high levels of morale, commitment, and customer service, while maintaining a highly motivated and skilled staff.

10) Clinical Supervision
   a) Provides clinical supervision for team of mental health specialists, care coordinators and various clinical interns and PRN staff.
      i) Through one-on-one supervision sessions and group staffing, provides support, guidance, and assistance with clinical, ethical and legal decision-making.

      ii) Monitors clinical decisions and case outcomes to ensure quality services.

11) Other
   a) Works as a team-member, participating in group meetings, retreats, and special events.

   b) Performs other duties as assigned.

   c) Maintains a small clinical caseload, and/or participates in other clinical activities such as on-call coverage, Pro Bono intakes, and group facilitation as time and schedule allows.

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.