



Cow Creek Government Office

Position Description

Position Title: Behavioral Health Operations Manager **Department:** CCH&WC

Reports To: Clinic Director

FLSA Designation: Exempt

POSITION PURPOSE:

Manages the operations of behavioral health care in an outpatient tribally owned and operated clinic. Responsible for the operational performance, financial goals, quality, service environment and regulatory compliance. Facilitates an interdisciplinary, collaborative approach in the delivery of care and programs; partnering with physicians, nurse practitioners, providers, therapists and administrative leadership to provide effective and proactive management of clinic operations/programs. Manages all staff within the Behavioral Health Clinic. Responsible for strategic planning, grant management/compliance, timesheets, evaluations, personnel management and administrative projects/improvements.

ESSENTIAL FUNCTIONS:

- Full oversight of daily operations including but not limited to monitoring and prioritizing workflow, planning, developing, organizing and controlling activities.
- Analyzes, organizes and manages clinical and non-clinical operations of assigned areas. Clinical in partnership with Clinical Supervisor.
- Maximizes access to care by proactively managing the schedules. Ensuring patients meet the eligibility policy.
- Partners with all staff to ensure overall success of areas of responsibility. Engage staff, providers and clinic administration in developing and implementing action plans to meet annual operating goals that are in alignment with strategic plan and to resolve clinic and/or program issues in a timely manner.
- Overall accountability and oversight of assigned clinic(s), services and programs including financial and operational performance, provider practice efficiency; timely and accurate documentation, service excellence, budget development and management; staffing, talent/performance management. Engages appropriate stakeholders in the review and dissemination of area financial and productivity performance.
- Manage the selection, training, coaching, mentoring, development and evaluation of assigned staff.
- Provide first line response to physician/provider and assigned support staff issues (behavioral and clinical). Responsible for problem resolution in collaboration clinic administration.
- Support/influence strategic initiatives, grant initiatives and public health directives. Provides solutions and strategic direction for addressing the operational issues.

- Involved with planning and grants as well as implementation of new service lines and collaborations. New clinic services in partnership with Clinic Director and Clinical Supervisor.
- Leads process improvement initiatives. Analyzes situations, identifies problems, evaluates alternative courses of action and implements improvement plans through utilization of Quality Improvement (QI) and Process Improvement (PI) principles.
- Participates in Quality Assurance activities, data analysis and review to make improvements within the clinic.
- Ensures that legal and regulatory standards as well as clinic and/or program and department policies and procedures are implemented, applied consistently and monitored.
- Work with the CCH&WC systems (billing, lab, x-ray, administration, etc.) to aid in the development of business strategies that provide opportunities that: 1) enhance, expand and continuously improve health care delivery, and 2) increase revenues and/or contain costs. This will be accomplished through the development of annual work plans that target and include proposed patient outcomes, implementation costs and timelines, proposed revenues, etc. when applicable.
- Assist Clinic Director with administrative/quality projects, as requested.
- Assure the EHR system is fully implemented; member of the management team and will be assigned to other committees/teams.
- Other duties as assigned.

SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY:

- Ability to manage behavioral health clinic. Clinic or clinical operations experience.
- Knowledge of PCMH standards AAAHC accreditation standards.
- Strong problem solving, decision making, team building, process improvement, leadership and time management skills required.
- Excellent interpersonal communication skills both written and verbal.
- Proficient use of computers including electronic medical records, MS Office applications.
- Knowledge and experience in QI/QA. Data analytics.
- Ability to maintain strict confidentiality of medical records and adhere to the standards for health record-keeping, HIPAA and Privacy Act requirements.
- Ability to develop and evaluate policies and procedures.
- Skill in planning, directing, and administering efficient departmental procedures and to professionally direct staff in day to day activities, including tracking multiple projects.
- Skill in establishing and maintaining cooperative working relationships with other employees.
- Ability to communicate professionally and effectively in written or verbal form and work effectively with staff, managers, and administrators. This person should be able to express themselves in a clear and concise manner for the purposes of correspondence, reports, and instructions, as well as for obtaining and conveying information.

QUALIFICATION STANDARDS:

- Experience in working with Native American/Alaskan Native populations.
- Experience with electronic medical records. Required to be a super user of electronic medical record.
- Experience managing grants – writing reports, managing the budgets and carrying out all programmatic aspects.
- Two years experience managing health care clinics.
- Preferred experience managing behavioral health clinics.
- Preferred – Bachelor's degree in relevant field.