



JOB DESCRIPTION

Title:	Behavioral Health Program Manager
Status:	Exempt, benefits-eligible
Hours:	40 per week
Reports to:	Clinic Director and Mental Health Medical Director

OVERVIEW

The behavioral health program manager oversees the behavioral health program of Outside In's Federally Qualified Health Center. The program manager oversees the provision of counseling and psychiatric medication management services to low-income youth and adult clients, the majority of who are homeless and un-insured. The program manager coordinates two separate but overlapping parts of the program: 1) specialty mental health providing long-term mental health counseling & psychiatric medication management and 2) integrated behavioral health providing short-term behavioral health services to clients being seen in medical services at the downtown clinic and on multiple medical outreach sites throughout the Portland metropolitan area. The position requires monitoring & developing programs, supervising staff, providing direct service, and establishing collaborative relationships with community partners & inter-agency departments to ensure the provision of comprehensive behavioral health services to marginalized populations.

Responsibilities:

- Manage the daily operations of the behavioral health program by monitoring scheduling, clinic flow, waiting room and courtyard spaces;
- Provide case management, counseling, assessment, and crisis management as needed to ensure adequate staffing of all clinic shifts;
- Provide administrative and clinical supervision to clinical and non-clinical staff by meeting regularly with staff to provide training and support. Responsible for building an effective team by supporting and responding appropriately to concerns and facilitating constructive resolution to team issues;
- Hire and train new staff, volunteers, and interns as needed to ensure adequate staffing and delivery of high quality services ;
- Act as a bridge between behavioral health program and medical clinic, creating opportunities to integrate services wherever possible;
- Serve as a liaison between the medical clinic and Outside In's social services program for homeless youth, communicating and coordinating care whenever necessary;
- Act as a behavioral health clinical representative in meetings of medical providers and clinic administrative team;
- Assess and respond to specific behavioral health needs of the sub-populations served (adolescent school-based health, corrections-involved clients, chronic homelessness, LGBTQ, injection drug use, Latino day laborers, etc.);



- Ensure behavioral health sensitivity, awareness, and competence of non-behavioral health staff by providing consultation, trainings, support, and creating written materials;
- Maintain and build collaborative community relationship to ensure appropriate referrals for clients and increase opportunities for partnership;
- Ability to work with multiple data bases, run reports, and analyze data to implement program changes;
- Develop outcome measures and perform evaluations in conjunction with Data and Reporting Specialist;
- Meet weekly with clinic administration and management team to address operations and participate in monthly visionary planning to ensure clinic services adhere to mission;
- Arrange and facilitate weekly meetings for all behavioral health staff across service lines;

Compliance:

- Coordinate policy revisions to meet all certification requirements for: MH, A&D, and Developmental Disabilities (DD);
- Organize and review policies and procedures and update in accordance with IRRS (Oregon Integrated Regulations);
- Coordinate training on Outside In Policies and Procedures to ensure staff maintain compliance regarding providing MH and A&D services for both new and continuing staff;
- Coordinate periodic site visits required for Mental Health and Alcohol & Drug certifications;
- Schedule and convene the Quality Performance Improvement Committee (QPIC) – (focused on MH and A&D certifications);
 - Document and maintain the ‘minutes’ for each QPIC meeting;
 - Help generate the Agendas for QPIC to meet the quarterly expectations detailed in the QPIC plan;
- Develop and implement systems aimed at compliance with agency-wide funding requirements;

Qualifications:

- LCSW required;
- CADC and/or experience working with clients experiencing addiction required;
- At least 2 years mental health supervisory experience;
- At least 2 years program coordination/administrative experience
- At least 4 years experience in mental health assessment, counseling, case management and crisis intervention;
- Previous experience in a medical health care setting;
- Knowledge of service systems and clinical issues as they pertain to clients experiencing homelessness and/or mental illness;
- Experience working with complex regulations and guidelines requiring implementation, documentation and monitoring for quality control;
- Ability to work in a fast-paced environment requiring frequent problem solving and decision making;
- Experience working in an inter-disciplinary team setting;
- Proficient in MS Office Suite and comfortable with new technologies;
- Able to manage projects independently with little direct supervision;
- Must be comfortable and compassionate with clients from diverse ethnic, cultural, socioeconomic and sexual/gender backgrounds;
- Bilingual Spanish/English highly valued.