

Program Management – Administrative

- Evaluate service deliverables and outcomes. Supervises assigned services including direct workflow for patient care. Prepares reports on achievements as required.
- Maintains service priorities by evaluating the needs of client or target population. Assess, recommend, and implement staffing, and equipment resources to effectively implement service goals.
- Assists manager in monitoring revenues and expenditures to assure compliance with budgetary goals. Makes recommendations and implements strategies to support positive financial performance.
- Design and implement service delivery models updates to maintain best practices by evaluating trends in service areas.
- Ensures Health Center and Health Department deliver an integrated approach to programs and services.
- Ensures effective communication, engage input and feedback, and promote understanding of policy and operational goals, outcomes, and improvements.
- Design, development and implementation of Quality Improvement processes and initiatives. Uses Quality Improvement tools and data to evaluate and guide decisions and demonstrate improvement.
- Supervise assigned mental/behavioral health services staff. Includes prioritizing and assigning work, conducting performance evaluations, ensuring staff are trained, ensuring that employees follow policy and procedures, maintaining a healthy and safe work environment and making hiring, termination and disciplinary decisions.
- Provides coaching and mentoring opportunities, and provides technical and professional assistance to staff.
- Assures ethical practice and confidentiality are maintained.

Policy Implementation

- Evaluate, recommend and implement policies and procedures to assure efficient and professional delivery of services.
- Assure compliance with department and county policies, state and federal statutes and rules, certification/compliance requirements, and funding requirements. Provide reports demonstrating compliance as required.
- Collaborate in the development and assist in implementation of a broad mental/behavioral health strategy that includes multiple sites, and development of new mental/behavioral health strategies.
- Collaborate in assessment, and monitoring of local needs to address access to mental/behavioral health programs of targeted population.
- Evaluate and make recommendations to management on emerging issues, policies and strategies relevant to service areas.

Community Relationships

- Maintains working relationships with community partners, collaborating and participating in planning and program changes to enhance continuity and a coordinated system of care within the community
- Collaborate in the development and distribution of materials and strategies that increase awareness of, and access to, mental/behavioral health services.
- Consult, educate and advise community agencies and the public as requested.
- Participate in coalitions, committees and task forces at the community, regional, and/or state level.