WEST PARK HOSPITAL DISTRICT
JOB DESCRIPTION

JOB TITLE: Behavioral Health Clinic Manager
DEPARTMENT: West Park Behavioral Health
REPORTS TO: Physician Practice Director

JOB SUMMARY: The Behavioral Health Clinic Manager is responsible for the clinical supervision and business operations of the Behavioral Health Outpatient Chemical Dependency Treatment Services and West Park Behavioral Health Counseling Services (Behavioral Health Department). S/he must provide clinical and ethical guidance for Level I and II.1 Chemical Dependency Treatment Programs, the Medication Assisted Treatment Program, and Adult, Adolescent, and Child Mental Health Services. S/he must assure compliance with CARF Standards and State of Wyoming Standards for these services. In addition s/he oversees the business and management of the office and functions as a liaison between the WPBH office and WPH Administration, and various department managers at West Park Hospital.

The BH Clinic Manager must be able to demonstrate the knowledge and skills necessary to manage West Park Behavioral Health. The person will oversee administrative duties to include operating the clinic (i.e. productivity, caseload size, reimbursement, budget, regulatory compliance, licensing mandates, CARF Standards, and State of Wyoming Standards). The person will oversee clinical supervision for Mental Health Therapists, Chemical Dependency Clinicians working at Behavioral Health, and BH Case Management (i.e.: regular supervision to assist clinical staff to develop professionally, increase competence, and ethical adherence).

AGES SPECIFIC TO BEHAVIORAL HEALTH/CEDAR MOUNTAIN CENTER:
- Adolescent/Teenager 14 years through 17 years
- Young Adult 18 years through 34 years
- Middle Adult 35 years through 50 years
- Mature Adult 51 years through 69 years
- Geriatric Adult 70 years +

CULTURE/RELIGIOUS ASPECTS: Employee will care for patients of all cultural and religious backgrounds. In view of the seasonal influx of people from all over the world, be prepared to care for patients of diverse cultural and/or religious backgrounds.

ETHICS AND COMPLIANCE: Employee performs within the prescribed limits of the hospitals/departments Ethics and Compliance Program. Is responsible to detect, observe and report compliance variances to their immediate supervisor, or upward through the chain of command, the Compliance officer or hospital hotline.

ESSENTIAL FUNCTIONS:
1. Must possess management and leadership skills that promote an open, honest, accountable, and effective system of service delivery. S/he must exhibit the ability to lead, instruct, and when necessary, correct (discipline) all WPBH personnel. Additionally, s/he must be able to work carefully and rapidly in determining patient needs and appropriateness of admission to WPBH. S/he must be willing and able to consistently ensure that the Physician Practice Director is fully and accurately informed of all conditions relating to patient care as needed.
2. Is responsible for program development at WPBH. This includes administrative fiduciary responsibilities of programs (including budgeting, reporting and documentation, case load size, costs per service, productivity).
3. Serve as a liaison between WPH and the State of Wyoming Mental Health & Substance Abuse Department by being an active participant at the Wyoming Association of Mental Health & Substance Abuse Centers.
4. Responsible for attaining and managing outpatient substance abuse funding contracts.
5. Is responsible for efficient and cost effective management of the Psychiatry Practice, including psychiatry nursing.
6. Provide direct administrative and clinical supervision to all Mental Health Therapists, CD Clinicians, and BH case managers.
7. Provide administrative supervision for Psychiatric Nurse, Behavioral Health Office Coordinator and Psychiatry Office Coordinator.
8. Complete yearly performance evaluations with all clinical and non-clinical staff at WPBH. Must be able to review and monitor job performance, provide feedback and assistance to employees, and develop corrective action plans with employees as needed in order to provide patients the optimal quality of service possible and to prevent harm from occurring. Must be prepared to provide (directly, or by consultation) all necessary training and development of skills in group and individual counseling to each individual staff member, maintaining appropriate proficiency records as directed by WPH policies. Disciplines staff if required and recommends terminations to the Physician Practice manager.
9. Is in charge of quality control, training development, and monitoring competence at WPBH.
10. Oversee assessments and evaluations on individuals referred through court, schools, attorneys, etc.
11. Must serve as liaison between the Psychiatrists and outpatient clinical staff to guarantee that all Physician Orders, recommendations, and precautions are executed as directed. He/she shall be responsible for reporting results of treatment, newly developed symptoms, or other medical concerns to the Medical Director (or his/her designee).
12. Oversees functions of Patient Financial Services performed by WPBH Office Coordinators, and acts as liaison with the PFS Department at WPH. Additionally the Behavioral Health Clinic Manager works with the Health Information and Management (HIM) Department to ensure accurate coding and billing for psychiatry, mental health, and CD outpatient clients.
13. Coordinates with the Information Technology Department to ensure smooth operation of computer and information systems that are being used at WPBH.
14. Is responsible for developing and maintaining an ongoing system for correcting deficiencies of clinical service delivery found within the program. This includes (but is not limited to) the CQI Plan, Medical Record Review Team Initiative, and other in-house measures designed to improve quality of care and ensure patient care is delivered in a safe and effective manner in compliance with state, federal, and CARF requirements.
15. Must assume responsibility for initiation, follow-up, and documentation of all Incident Reports generated at WPBH. He or she must follow each incident to resolution, consulting with the Chief Clinical Officer, the Risk Manager of WPH, and the CMC Medical Director as appropriate. Final reports shall be submitted to the Director of Quality.
16. Be familiar with and comply with all federal and state regulations regarding confidentiality and reporting instances of abuse. The BH Clinic Manager will be responsible for risk management at WPBH and will coordinate with the WPH risk manager or consult/coordinate with the WPH attorney when needed to minimize elevated liability and risks at WPBH.
17. In conjunction with Physician Clinics Director responsible for assisting with development of annual budget for Behavioral Health department and monitor expenses against the budget during the year. Fill out purchase requests as needed.
18. Must be capable of making hiring recommendation pursuant to all outpatient staff, and he/she must work closely with the Physician Director in making all final hiring determinations.
19. Facilitate clinical staff meetings with psychiatrists, psychiatric nurse, mental health therapists, CD clinicians and case manager to review clinical needs of patients receiving care at WPBH. Maintain regular and timely communication with all members of the multidisciplinary team to insure proper and timely care.

20. Responsible for reviewing patient treatment plans per CARF requirements to ensure that appropriate level of care is being administered. Additionally, Progress Notes shall be reviewed to determine overall effectiveness of treatment, potential documentation deficiencies, and undetected patient needs.

21. Responsible for authoring policies and procedures for the BH clinic. The BH Director must be knowledgeable of all policies and procedures executed by West Park Hospital, especially those pertaining to patient care. He/she is expected to establish positive working relationships with other WPH professionals in an effort to maintain solid lines of communication and sharing of ideas, concepts, and information.

22. Should act as a liaison between referral agencies throughout the community to ensure smooth and effective service delivery. Additionally, the BH Director should act as a liaison between WPBH and WPH (Emergency Room, Medical Staff, and other personnel) in an effort to establish the most efficient and effective pathway for service delivery.

23. Develop and maintain collaborative partnerships with local entities such as DFS, Cody/Powell High Schools, Drug Court, Probation and Parole, DVR, etc.

24. Must be capable and willing to provide specific clinical information and recommendations to all referral sources when requested and appropriate. This includes the formulation of effective Continued Care Plans and Discharge Summaries. Although the BH Director may not actually author such documents, he/she must review the final products to insure that quality and continuity are maintained.

25. The BH Director will oversee staff capable of providing reliable and accurate updates (patient treatment plans) to insurance companies and managed care organizations with a view toward patient need and treatment outcomes. He/she must be organized and effective in protecting the interests of all patients receiving care at Behavioral Health.

26. Implement and maintain grant funded programs and collaborate in the process of developing funding proposals when necessary.

SECONDARY FUNCTIONS:

1. Initiate, develop and implement in-service training opportunities for WPBH clinical staff.

2. Fulfill the responsibilities of therapist (in whole or in part) when the need demands including: Serving as a group or individual therapist for Mental Health, CD programs, family programs, providing behavioral testing and clinical interviews, facilitating education lectures and sessions, providing evaluations and assessments, serving in on-call position as assigned, and maintain thorough and up to date progress notes when appropriate. Design appropriate treatment plans for individual, couple and group therapy. Deliver a variety of psychotherapies including supportive and cognitive interventions.

3. Recommend purchase of capital equipment items and other budgetary consideration.

4. Speak as requested for community presentations.

5. Attend house meetings, staff meetings, and department head meetings, as requested.

6. Shall be expected to take reasonable measures in maintaining up-to-date study in matters of clinical theory, literature reviews, etc. specific to the fields of addiction and mental health.

7. May be responsible to perform other duties and responsibilities for which the individual is qualified.

SPECIFICATIONS:

EDUCATION: Master’s Degree in a mental health discipline. Must have a Mental Health Professional License.
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**EXPERIENCE:** Background in general mental health services and addictions counseling with hospital practice. Supervisory experience preferred. Must be licensed by Wyoming Mental Health Professions Licensing Board.

**SKILLS:** Ability to do: 1) problem assessment, 2) mental status evaluation, 3) psychosocial history interview, 4) diagnosis based on current DSM criteria, 5) treatment planning, 6) treatment evaluation

**WORKING CONDITIONS:** Works in clean, well-lighted, heated and air-conditioned area. Ordinarily works 40 hours per week, Monday through Friday, but may occasionally exceed 40 hours. At times, may be required to leave hospital property during the workday to perform various functions within professional network.

**PHYSICAL DEMANDS:** Standing, sitting, and walking. Some driving may be necessary. May need to deal with crisis situations.

My job requires that I lift:

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Any lifting of 35# or more requires the use of an assistive device and/or physical assistance.

**EXPOSURE CATEGORY**

1. Tasks that involve exposure to blood, body fluids or tissues. This includes all procedures or job related tasks that involve inherent potential for mucous membrane or skin contact with blood, body fluids or tissues, or potential spills or splashes of them.

2. Tasks that do not involve exposure to blood, body fluids or tissue, but exposure may be required as a condition of employment. Appropriate protective measures are readily available to these employees when needed.

3. Tasks that involve NO exposure to blood, body fluids or tissue and Category I tasks are not a condition of employment.

____________________________ ____________________
Employee Signature              Date