

<b>WORKING TITLE:</b> BEHAVIORAL HEALTH MEDICAL MANAGER	<b>CLASSIFICATION:</b> PROGRAM MANAGER II
<b>DEPARTMENT:</b> HEALTH AND HUMAN SERVICES	<b>DIVISION:</b> ADULT BEHAVIORAL HEALTH
<b>PAY RANGE:</b> NBYCM 26	<b>FLSA CATEGORY:</b> EXEMPT
<b>PHYSICAL REQUIREMENTS:</b> ATTACHED	<b>WORKERS COMP CODE:</b> 8832
<b>PPE:</b> PER WORK LOCATION	<b>REVISION DATE:</b> AUGUST 2020

### **JOB DESCRIPTION**

**GENERAL STATEMENT OF DUTIES:**

The Behavioral Health Medical Manager performs duties in office, clinic, and community settings that are within the scope of practice for a registered nurse. Develops, coordinates, evaluates, and manages organizational efforts in planning and implementation of program activities within general program area. Consults with other public and private entities in development of facilities and programs. Prepares and implements program budgets in conjunction with HHS Administration. Provides training programs to department staff and other agencies. Assists community agencies in preparing applications for local, state, and federal financing of programs and services. Employs and evaluates program staff. May assist HHS Director or designee with oversight of budgets, accounts receivable, and computer applications. May have responsibility for coordination with other health and human services programs. Has management responsibility for hiring and evaluation of program staff.

***SUPERVISION RECEIVED:***

Works under supervision of the HHS Director of designee with considerable independent judgment. Receives medical protocol direction from the Health and Human Services Medical Director as appropriate.

***SUPERVISION EXERCISED:***

Supervises Behavioral Health nurses, medical assistants, other medical/clinic staff, and student nurses working within the assigned service area.

**DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:**

- Develops and maintains nursing and medical team protocols, policies, and procedures to ensure continuous quality improvement in service delivery including issues of customer service and quality care.
- Monitors and ensures program compliance with applicable laws, regulations, and department policies.
- Conducts periodic meetings with staff to provide information, resolve problems, and evaluate policy effectiveness of programs.

- Coordinates program activities with partnering agencies, providers, and community groups to maintain effective delivery of services.
- Participates in long- and short-term behavioral health planning activities such as audits and quality improvement planning
- Designs, directs, and provides training for department staff.
- Supervises and evaluates registered nurses, medical assistants and licensed medical providers (LMP) in conjunction with the LMP lead and Medical Director.
- Develops quality assurance methods and carries out at least quarterly record reviews.
- Serves as Clinical Laboratory Manager, working with Medical Director who is the Laboratory Director under CLIA.
- Oversees community and clinic medication support services.
- Recruits, interviews, and selects behavioral health medical clinic personnel.
- Participates in and promotes new program development in response to local need and mandate.

### **JOB SPECIFICATION**

#### **KNOWLEDGE OF:**

- Rules, laws, and policies governing department operation.
- Supervisory and management principles and practices.
- Mandatory reporting requirements and the appropriate levels of information to be shared.
- Protocol and process development and implementation.
- General nursing assessment skills.
- Confidentiality rules, especially those specific to program area.
- State and federal laws regarding patient care.
- RN and nurse practitioners' scope of practice.
- Appropriate tasks for medical assistants.

#### **SKILL IN:**

- Effective communication, both orally and in writing.
- Preparing accurate reports.
- Developing, coordinating, and managing program services.
- Supervising, evaluating, and training staff.
- Preparing funding applications and reporting.
- Interviewing to acquire relevant information for service plan and delivery.
- Developing and maintaining professional relationships
- Coaching and teambuilding.
- Designing policies, overseeing implementation of initiatives and strategies, and evaluating outcomes.
- Organizing objectives, delegating responsibility, training, evaluating subordinate effectiveness and administering necessary development and discipline.
- Anticipating, planning, organizing and managing change.
- Multi-tasking.

**ABILITY TO:**

- Provide clinical and administrative direction, supervision, and evaluation to supervised staff.
- Develop and maintain effective working relationships with other employees, advisory groups, elected officials, and the public.
- Conduct planning, evaluation, and monitoring of programs and services.
- Identify and evaluate community and individual health needs.
- Use independent judgment and delegate responsibility.
- Work effectively both independently and as a team member.
- Understand and carry out technical instruction regarding patient care.
- Write concisely and perform administrative tasks including documenting via electronic and paper medical record systems.
- Interpret and apply laws and policies to specific problems related to program delivery.
- Obtain and maintain current Basic Life Support (BLS)/Automated External Defibrillator (AED) certifications.
- Evaluate program objectives and service delivery outcomes.
- Exercise initiative, be proactive and provide supervision in a crisis to ensure agency oversight of actions taken.
- Interpret and apply laws and policies to specific problems related to program delivery.
- Operate in the Microsoft Windows environment inclusive of using Excel, database management and record keeping programs.
- Establish and maintain a positive work environment.
- Attend work as scheduled and/or required.

**MINIMUM EXPERIENCE AND TRAINING:**

Graduation from an accredited four-year college or school of nursing with a bachelor's degree in nursing required in addition to a minimum of five years of increasingly responsible experience in behavioral health nursing. A master's degree preferred. Additional education and training in the program area of specialty may substitute for up to a year of experience. Any satisfactory combination of experience and training which ensures the ability to perform the work may substitute for the above.

Possession of a current license to practice as a registered nurse in the State of Oregon.

**OTHER REQUIREMENTS:**

Ability to secure and maintain a driver's license valid in the state of Oregon, or an acceptable alternative means of transportation. May be required to drive a County vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070.

Must have a National Provider Number (NPI) or be able to obtain one on upon employment. Must not be excluded from participation in federal health care or federally funded programs that provide health benefits and must not be excluded from participation in federal procurement (Federal Acquisition Regulation) and non-procurement activities (Executive Order No. 12549).

May be subject to successful completion of a background check.

**WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:**

The incumbent typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. Work also involves travel to meetings. Incumbent may encounter frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or lift up to 20 pounds regularly and 30 pounds occasionally.

Contact with the public in office environments may risk exposure to irrational/hostile behavior, and/or contagious diseases.

*The physical demands 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.*

*This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.*

*This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.*

*The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.*