



Job Title	Mental Health Programs Manager
Department/Program	Behavioral Health
Location	Derby & Hamburg
Supervisor	Director of Mental Health Clinics
Classification/FLSA Status	Non-Exempt – Fulltime Grade: 6

Integrity • Collaboration • Quality • Compassion • Dedication

Job summary

Assists the Director in the implementation of policies and procedures, and responsible for the general operation and management of the mental health clinics. Provides clinical behavioral therapy services to adolescent and adult clients, and families. Provides clinical oversight via weekly staff meetings and chart review, engages in clinical supervision as needed. Participates in quality improvement projects and initiatives.

Responsibilities

- **Administrative Services**
 - Responsible for the overall coordination, management, an ongoing evaluation of providing quality behavioral health services
 - Responsible for the administration of the clinical standards and for the implementation of its policies
 - Maintain and oversee the quality and risk management practices
 - Responsible for the clinic's ECR system and recording procedures
 - Determine the clinic's personnel needs and recommend personnel practices and policies
 - Staff Administration:
 - Responsible for clinical staff performance evaluations
 - Responsible for clinic orientation and in-service training of staff
 - Assist with recruitment, screening, and evaluation of potential hires
 - Work in concert with the Agency's Compliance Officer to assist with implementation of the organization's compliance program and support compliance training efforts
 - Conduct chart reviews to assure appropriate services are being delivered and that goals are being met and ensure satisfaction and safety of consumers participating in programs
- **Participant Services**
 - Maintains assigned caseload, calendar, and appointment schedule
 - Maintains all necessary documentation and records in accordance with all regulatory authorities in a timely manner
- **Community/Collaboration Services**
 - Work towards the excellence of the clinic's services through ongoing participation in professional associations, local, state, and national programs, and other related activities
 - Stay abreast of new evidence-based best practices, and the shift to value-based reimbursements in behavioral health

- Engage in collaboration with other area services/agencies and assist in concert with the Director and CEO to develop appropriate partnerships
- Additional duties as assigned by supervisor

Compliance and Values

- All employees are expected to obey all laws and regulations governing our Agency and to be always accountable for compliance.
- All employees are expected to provide the very highest level of service when working with Agency clients and their work ethic should reflect Harmonia's core values.

Skills and Abilities

- Knowledge of characteristics of diverse populations, concentrating on the characteristics of mentally ill consumers
- Working knowledge of trauma informed practices and the connections among trauma and mental, physical, social, and emotional well-being
- Knowledge of the principles, procedures, and techniques of community organization and planning services for the behavioral health community
- Working knowledge of evidence-based psychosocial treatments for common mental health disorders
- Knowledge of human services and activities
- Ability to develop and maintain good public relations with the community
- Ability to work in conjunction with the Leadership Team
- Expertise in administrative procedures and practices
- Experience with electronic medical record systems
- Ability to express ideas clearly both verbally and in writing
- Demonstrated sense of professional responsibilities and ethics

Work Experience and Education

- Work Experience: A minimum of 3 years clinical experience in a behavioral health setting. Experience with providing services via telehealth beneficial. Supervisory and program management experience preferred.
- Education: Master's degree in social work, counseling, or other relevant human service profession. Must be licensed; LCSW, LMHC, or PhD.
- Licenses/Certifications: Maintain credentials and licensure with all major insurance companies and licensing boards with the assistance of Harmonia credentialing staff.

Working Conditions/Environment

- This position is primarily office-based in two behavioral health clinics with some opportunity to work from home. Office environments are expected to be clean, organized, and professional. Some evening hours are expected, no weekends. Travel in the community for meetings and collaboration is required.

GENERAL SIGN OFF: The employee is expected to adhere to all agency policies. This job description is not designed or cover or contain a comprehensive listing of activities, duties, and responsibilities that are required of the employee.

I have read and understand this job description and recognize it may change to meet the needs of the organization.

Signature: _____ Date: _____