

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 8115
Grade: 24

Standard Job Description

Job Title

Department

Executive Director of Behavioral Health Services

Administration

Job Summary

The Executive Director of Behavioral Health Services Creates and drives behavioral health services (mental health and substance use disorders) that are provided to members and patients. Plans, coordinates and manages overall behavioral health services in a dedicated across the health system, including clinical operations, provider identification, negotiation, contracting and service functions. Leads the day-to-day operations for behavioral health inpatient and outpatient utilization and/or case management activities with focus on achieving quality and service driven objectives. Oversees regulatory compliance with laws, regulations and policies that govern behavioral health aspects of the business. Acts as the behavioral health leadership representative for the health system.

This position is exempt from Career Service under the CCHHS Personnel Rules.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCHHS management policies and practices
- Access and proficiently navigate CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

Management

- Contribute to the management of CCHHS staff and CCHHS' systemic development and success
- Discuss and develop CCHHS system policy and procedure

General Administrative Responsibilities continued

- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Directs behavioral health services for CCHHS, both as a provider and for the health plan. This includes, but is not limited to, the behavioral health services within the CountyCare, Correctional Health and CCDPH. In addition this position will serve as chief executive officer and the liaison for the Behavioral Health Consortium,
- Represent CCHHS and serve as behavioral health contact with external agencies and provide oversight for contractual arrangements.
- Responsible for ensuring that the components of the behavioral health network work are operating to provide a continuum of services to meet patient needs.
- Identify and participate in discussions and negotiations for new behavioral health initiatives and to sustain support for existing programs.
- Serve as behavioral health expert for the system, remaining up to date and current on new regulations and practices.
- Primary owner of behavioral health initiatives in the strategic plan, and interim initiatives as identified by the CEO
- Analyze proposals and partnering opportunities, advising senior leadership on appropriateness and applicability for CCHHS
- Assist as required with developing, responding and implementing behavioral health grants and contracts.
- Responsible for implementing programs created from grant and contracts into behavioral health network components.
- Serve as CCHHS behavioral health representative as required on various committees, task forces, workgroups.
- Partners and collaborates with other departments and the corporate office regarding behavioral health matters and initiatives.
- Oversees the day-to-day operations for behavioral health associates which include activities designed to achieve quality of work products and outcomes of individual performers.
- Performs other duties as assigned.

Reporting Relationships

Reports to the Deputy Chief Executive Officer, Operations

Minimum Qualifications

- Master's Degree or higher in Social Work, Psychiatry, Psychology, Counseling, Rehabilitation **OR** Licensed Registered Professional Nurse in the State of Illinois or the ability to obtain Illinois State licensure within two (2) weeks of starting employment
- Eight (8) years of experience in acute or outpatient behavioral health care setting
- Five (5) years of behavioral health management experience
- Three (3) years of behavioral health experience in a managed care environment

Preferred Qualifications

- Experience working with the needs of vulnerable populations who have chronic or complex bio-psychosocial needs.
- Intermediate knowledge of Microsoft Word, Outlook, Excel, Access.
- Professional license in any of the following areas: Clinical Mental Health Counselor, psychologist, psychiatrist, Acute Care Nurse Practitioner, or Clinical Social Worker.

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of medical terminology and/or experience with CPT and ICD-9 coding
- Drives behavioral health programs through the development of policy and procedure, clinical criteria, workflows and other behavioral health documentation.
- Monitors processes and procedures to ensure compliance with contractual, regulatory (Federal/state) and accreditation entities.
- Provides leadership and support to front-line staff and supervises.
- Provides guidance to Behavioral health management for future expansion and growth efforts.
- Coordinates quality assurance and quality improvement activities with regional and corporate departments.
- Assists with development of member and provider education tools and materials.
- Assists with development of clinically-focused training associated with behavioral health assessment, care plan development and behavioral health services in the state.
- Assists in establishing effective operational practices and works closely with various health plan departments and regulatory agencies to ensure contracts meet operating, financial and legal standards.
- Performs data analysis and develops specific actions to manage medical cost trends.
- Establishes, maintains and fosters professional working relationships with all behavioral health providers and develops regular ongoing working relationship with the community mental health system in the market including community mental health centers, treatment facilities and other significant behavioral health providers.
- Intermediate Ability to analyze and interpret financial data in order to coordinate the preparation of financial records

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval:

Debra Carey
Deputy Chief Executive Officer, Operations

Date

Approval:

Barbara Pryor
Deputy Chief of Human Resources

Date