



**Job Code:** 9598

**Grade:** 23

**HCWR:** N

**Job Title**

Children's Behavioral Health Program Manager

**Department**

CountyCare

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

**Job Summary**

The Children's Behavioral Health (CBH) Program Manager leads initiative within the CountyCare Health Plan to expand mental health and substance use disorder services. Supports the integration to other non-behavioral health care services to ensure that CountyCare meets the needs of members and achieves health plan quality goals. Position focuses on the CBH program oversight and ensures alignment with the Health Plan's and Healthcare and Family Services (HFS) behavioral health requirements. Works within multidisciplinary groups to determine and implement best and innovative practices in the delivery of behavioral health care, holistic and person-centered services, disease management, advocacy and quality improvement programs resulting in positive and continuously improving health outcomes.

**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 CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

*Supervision*

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



### **General Administrative Responsibilities**

#### *Management*

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- 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**

- Provides leadership and subject matter expertise within CountyCare on mental health and substance use disorder services, relevant State and industry requirements, behavior change science, and evidence-based treatment, prevention, and health promotion.
- Serves as the single point of contact for HFS related to Children's Behavioral Health.
- Maintains annual certification in the Illinois Medicaid Comprehensive Assessment of Needs and Strengths (IM+CANS).
- Attends training on the Behavioral Health services available to N.B. class members and achieve certification in the Wraparound process.
- Analyzes data and prepares reports for various audiences, makes, and implements recommendations for improvement. Ensures that reports and other information specific to N.B. class members are submitted to HFS.
- Co-chairs Family Leadership Council and participates in the Children's Behavioral Health Family Leadership Workgroup as required by the N.B. implementation plan.
- Develops program description(s), policies, initiatives, work plans, and annual goals for approval by the CountyCare leadership and oversight committees ensuring goals reflect:
  - Needs of CountyCare membership and evidence-based behavioral health care
  - Quality of care goals and CountyCare and Cook County Health (CCH) strategic plans, including National Committee for Quality Assurance (NCQA) health plan accreditation
  - Annual budget recommendations, costs, utilization goals
- Integration of network providers, broader care delivery systems for mental health and substance use disorder treatment and behavioral support/community-based resources
- Conducts annual evaluation of work plan and analyzes data to identify network successes as well as barriers/impediments to achieving performance benchmarks
- Participates in the CountyCare Delegation Oversight team to ensure high performance of contractual relationships related to mental health and substance use disorder treatment including identification of metrics and key performance indicators, reporting and other evaluation methods, contract and regulatory compliance, member and provider satisfaction and quality improvement.
- Provides and facilitates training for CountyCare staff and network partners on behavioral health services, innovations, and collaborative partnerships and improved care.
- Supports health plan accreditation standards, regulatory compliance and effective participation in broader care delivery systems and mandates such as those related to



### **Typical Duties**

- Children's Mental Health, Williams/Colbert Consent Decrees, confidentiality regulations, etc.
- Participates in the development of information technology systems for optimal information sharing between physical and behavioral health providers.
- Develops effective relationships with internal and external stakeholders, including State and other agencies, professional and community organizations; represents CountyCare in support of models and interventions that promote holistic health and integrated behavioral and physical health care.
- Travels to work sites throughout Cook County including community agencies, network providers, government, and other agency offices.
- Performs other duties as assigned.

### **Minimum Qualifications**

- Master's degree from an accredited college or university
- Licensed Clinical Social Worker (LCSW), Licensed Social Worker (LSW), Registered Professional Nurse (RN) or Qualified Mental Health professional (QMHP) in the State of Illinois or ability to obtain license prior to starting employment
- Three (3) years of clinical experience within behavioral health, i.e., mental health, substance use
- Two (2) years of experience supervising and/or managing staff
- One (1) year of experience implementing behavioral health case management, disease management, utilization management, and/or quality improvement in a Managed Care Organization
- Intermediate proficiency using Microsoft Office
- Must be able to travels to work sites throughout Cook County including community agencies, network providers, government, and other agency offices

### **Preferred Qualifications**

- Master's degree in Social Work, Nursing, or Psychology
- One (1) year of experience implementing behavioral health case management, disease management, utilization management, and/or quality improvement in a Managed Care Organization, preferably a Medicaid Managed Care Organization
- Experience in the design/implementation of integrated Behavioral/Physical Health clinical practice guidelines both mental health and substance use disorder services,
- Experience with providing behavioral health services to the justice-involved population
- Certified Alcohol and Other Drug Abuse Counselor (CADC), Certified Reciprocal Alcohol and other Drug Abuse Counselor (CRADC), Certified Case Manager (CCM)

### **Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge of managed care and health system goals and trends including care coordination and Patient Centered Medical Home/Health Home models, population health initiative and health outcome measurement
- Knowledge of evidence-based behavioral health interventions related to integrated care models, medical necessity for various levels of care, risk stratification/care management,



**Knowledge, Skills, Abilities and Other Characteristics**

levels of prevention and wellness promotion

- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Strong initiative to innovate, improve health outcomes for individuals and populations and implement integration of behavioral and physical health care
- Excellent program development, management, and leadership skills
- Strong interpersonal skills to build relationships, negotiate, and collaborate with individuals, organizations, and stakeholders
- Demonstrated analytical, problem-solving, critical thinking, decision making and conflict management, resolution skills
- Ability to conduct activities in accordance with CCH privacy policies
- Ability to prioritize, plan, and organize projects to meet deadlines in a fast paced and stressful environment
- Ability to function autonomously and as a team member in a multidisciplinary team

**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.**