JOB TITLE: Program Manager  
DEPARTMENT: Behavioral Health  
REPORTS TO: Director of Program Services

Statement of Duties
Duffy Health Center is a patient-centered medical home and every role requires functioning effectively using a team-based approach. The Program Manager will be responsible for insuring proper review and submission of BHCP comprehensive assessments and treatment plans. This position is deemed non-essential* in the DHC Emergency Operations Plan.

Position functions
The statements contained in this job description reflect general details, as necessary, to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties, as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.

1. Responsible for day-to-day operation of the BHCP Department including facilitation of staff meetings.
2. Coordinates, meets with, provides supervision, and corresponds with BHCP Case Managers, both on an individual and team level.
4. Assists with new employee trainings within the BHCP department.
5. Develop and monitor workflows of individuals and group.
6. Represent BHCP with internal colleagues and external collaborating partners.
7. Ability to negotiate/advocate for patients.
8. Organize and keep documentation of Care Coordination Meetings.
9. Documents in medical record and care planning software according to policies and procedures of Duffy Health Center and the Coordinated Care Network.
10. Communicates with primary care offices and ACO, Coordinated Care Network.

11. Attends Coordinated Care Network meetings, report back to the Team and implement changes.

12. Attends interdisciplinary team meetings including but not limited to Huddle, Behavioral Health, and Medical Floor meetings.

Recommended Minimum Qualifications

Minimum Education and Experience
A candidate for this position must have a LICSW, LMHC or LCSW license; and at least two (2) years of experience in social work and supervisory/program management experience; or an equivalent combination of education and experience.

Requirements under the DHC Emergency Operations Plan
During a declared Emergency, staff deemed as Essential Personnel are expected to work onsite at Duffy Health Center and Non-Essential Personnel are expected to work remotely. This position is Non-Essential and therefore this position may be expected to work remotely’ during a declared emergency.

Knowledge, Skills, and Abilities
A candidate for this position should have the following:

Knowledge of:
- Rules, regulations and policies of the health care facility.
- Primary care, mental health and substance abuse, and/or community health care environment.
- Medical office practices, procedures and terminology.
- Knowledge of specific medical, psychiatric and substance use disorders treatments.
- Knowledge of community resources in order to identify, utilize, and refer community resources for patient(s).
- Electronic Medical Records systems.
- HIPAA regulations.

Skill in:
- Advanced crisis intervention/treatment/management skills.
- Computer use and Windows software.
- Written, verbal and interpersonal communication skills.
- Interacting effectively and appropriately with homeless and at-risk individuals.
- Protocols for handling emergency/crisis situations.
- Examining and treating patients within the scope of licensure.

And ability to:
- Handle multiple priorities simultaneously in a timely manner.
- Work effectively under a high volume of patient interaction.
- Work effectively within a multi-disciplinary team to help formulate assessments, interventions, and treatment plans.
- Negotiate/advocate for patients.
- Accurately collect and record information, prepare reports and information.
- Work in a fast-paced environment with a complex patient population.
- Establish and maintain strong, effective, and therapeutic relationships with patients.
- Commit to the philosophy and mission of Duffy Health Center which serves the homeless and at-risk population, and to the team-based approach as part of PCMH.

**Accountability**
The nature of work means that errors can be easily detected, usually by the employee. Consequences of errors, missed deadlines, or poor judgment may result in minor confusion, involving minimal time and expense for correction.

**Judgment**
The work requires examining, analyzing, and evaluating facts and circumstances surrounding individual problems, situations, or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting, and applying complex financial, medical, mental, or behavioral health research as well as federal, state, and local regulations.

**Complexity**
The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish the work.

**Supervision Required**
Under general direction, the employee plans and carries out the regular work in accordance with standard practices and previous training, with substantial responsibility for determining the sequence and timing of action and substantial independence in planning and organizing the work activities, including determining the work methods. The employee is expected to solve, through experienced judgment, most problems of detail or unusual situations by adapting methods or interpreting instructions to resolve the particular problem. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines, and priorities. Technical and policy problems or changes in procedures are discussed with supervisor, but ordinarily the employee plans the work, lays it out and carries it through to completion independently. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

**Nature and Purpose of Contacts**
Relationships are constantly with co-workers, the general patient population, groups and/or individuals such as civic leaders, peers from other organizations, representatives of professional organizations. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

**Work Environment**
The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

**Physical Demands**
Work requires some agility and physical strength, standing or walking most of the work period, or helping clients or patients move. Occasionally, work may require lifting heavy objects and carrying them (up to 10 lbs.).

**Motor Skills**
Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, computer and/or most other office equipment, typing, filing, sorting.

**Occupational Risk**
Duties generally do not present occupational risk with only occasional exposure to risk or stress. Minor injury could occur, however, through employee failure to property follow safety precautions or procedures.
Confidentiality
Has access to some confidential information obtained during performance of regular position responsibilities, where the effect of any disclosure would probably be negligible or where the full significance of the overall confidential matter would not be apparent in the work performed.

Essential*

*Employees designated as “essential,” a standard Incident Command term used in Emergency Management, typically work on-site to provide direct clinical care or management of such.

Non-essential*

*Employees designated as “non-essential,” a standard Incident Command term used in Emergency Management, typically work off-site remotely to provide either clinical or administrative support to clinical operations.