

Mental Health Director

Job Opening ID 314960

Position Type: Full-time, 100% Location: Minneapolis, MN

POSITION SUMMARY

A co-applicant with the University of Minnesota, Community-University Health Care Center is a Federally Qualified Health Care Center (FQHC) as defined under the 330 Public Health Services Act and a Rule 29 certified Community Mental Health Center. The role of the Mental Health Director is to supervise the Psychiatry, Therapy, ARMHS, Case Manager and Behavioral Health Home Care Coordination services. The Mental Health Director ensures that the clinic meets the needs of its communities by meeting revenue projections and ensuring high quality community mental health services that are compliant with federal and state regulations. The Mental Health Director plans and implements strategic initiatives around integration of primary care for mental health patients, clinical standards and other initiatives.

INTERNAL RELATIONSHIPS

This position serves on the Strategic Leadership Team and Quality Team and reports to the CEO/Clinical Director. This position supervises psychiatry providers, the Psychiatry Director, the Therapy Director and the Community Mental Health Program Directors.

ESSENTIAL FUNCTIONS

1. Strategic Leadership and Management (20%)

- a. Assures that visit targets are met to ensure CUHCC's financial sustainability and to ensure access to timely care for patients. This translates to providing full coverage during clinic hours to meet revenue targets, monitoring the scheduling of providers to maximize billable encounters within the facility, the timely submission of superbills, and recruiting providers to maintain a full complement of providers to serve children, adults and families.
- b. Participates actively in developing the strategic direction of mental health services including planning and implementing changes and improvements, particularly in response to health care reform and transforming the business model towards value based payment.
- c. Develops, directs and prioritizes the goals, outcomes, and strategies for the effective management and leadership of internal initiatives.
- d. Leads strategic initiatives which include implementing the SAMHSA grant for integrated mental health / medical health, Behavioral Health Care Home, and other future initiatives.
- e. Tracks metrics on the mental health services performance in all areas including patient satisfaction, clinical outcomes, process improvement and financial benchmarks.
- f. Collaborates with the Director of Clinical Services (CCO), Chief Medical Officer, Dental Director, Associate Director, Director of Information Systems and Chief Quality & Compliance Officer regarding quality improvement, quality assurance and data reporting.
- g. Consults broadly with peers and professional staff to understand and execute duties.
- h. Actively participates in the development of the annual budget and monitors revenue and expenditures against budget appropriate to job responsibilities.
- i. Maintains relationships and is responsive to grant and contract managers for various funding streams.
- j. Develops and manages external relationships with Minnesota Department of Human Services, Hennepin County Public Health and Human Services, MN Association of Community Mental Health Service, and Federally Qualified Urban Health Network as appropriate.
- k. Manage the not-to-exceed contracts with Hennepin County. Lead site visits, reporting and quality of services provided under these contracts. Work with Chief Compliance Officer and Chief Financial Officer to meet contractual requirements.
- l. Cultivate relationships with other community mental health agencies, social service agencies serving CUHCC's patient population to ensure smooth referrals and access to care.

2. Administrative Supervision (40%)

- a. Defines performance standards for direct reports that represent individual and team contributions to financial outcomes, culturally responsive mental health care, integration of primary care and mental health, client care outcomes and staff satisfaction.
- b. For psychiatry providers, facilitates a performance review process with clinical supervision from the Psychiatry Director.
- c. Sets direction for continued training and skill development for supervisors and providers.
- d. Leads recruitment for clinical providers.
- e. Demonstrates responsiveness to staff concerns and fosters transparent communications.
- f. Works with unit managers and supervisors to recruit and hire administrative and support personnel and plan changes in duties and responsibilities.
- g. Holds regular meetings with direct reports.

3. Quality and Compliance (15%)

- a. Lead quality improvement and assurance activities for CUHCC's mental health services.
- b. Assure that high quality services are provided by all mental health providers as exhibited through peer review, patient satisfaction, incident reports, clinical indicators, and auditing of clinical procedures and protocols. A special emphasis will be to monitor and implement quality improvement processes to improve outcomes for CUHCC's diverse patient populations per the strategic plan.
- c. Ensure proper and documentation of mental health services rendered that is consistent with federal and state requirements. Update providers on coding standards to follow best practices in documentation. Ensure that providers meet the guidelines around clinical care, infection control and charge submission as outlined in Behavioral Health Care Home standards, Joint Commission, Rule 29, OSHA and other best practices of care around patient safety.
- d. Develop and implement online trainings to assure staff competence in adult maltreatment, child maltreatment, reporting to the Ombudsman, and mandated reporting/duty to warn.

4. Planning (5%)

- a. To measure progress towards meeting these major responsibilities, the Community Mental Health Director will develop an annual workplan that outlines action steps and measures to ensure that CUHCC meets its target goals in revenue, quality, compliance, and in moving forward on its strategic outcomes as outlined in the strategic plan.
 - CUHCC providers will meet productivity targets as outlined in the budget period.
 - CUHCC providers will demonstrate improvement on selected quality indicators decided upon on an annual basis.
 - CUHCC providers will demonstrate a reduction in coding errors and complete timely superbills and/or demonstrate improvement in another area of compliance.
 - CUHCC medical providers will begin to enact some of the health care home principles in practice.
 - Peer review will ensure that CUHCC providers provide a standard of clinical care consistent with best practice guidelines.

5. Patient Care (20%)

- a. Provide mental health care to diverse client populations.

CORE COMPETENCIES

1. Strategic Leadership

- Operates Strategically Understands the big picture; aligns initiatives with the strategic priorities of the unit and the University; determines objectives and priorities.
- Demonstrates Organizational Savvy Understands the context of issues and dilemmas; is attuned to organizational politics; skillfully navigates University cultures; knows when and how to challenge "the way it has always been done."
- Leverages Diversity and Differences Fosters a climate of respect and inclusion; leads by example in encouraging others to support diversity goals, values, and practices.

2. Results Leadership

- **Manages Execution** Anticipates change; conveys clear priorities; addresses barriers, takes action, and ensures accountability; ensures broad strategies are translated into specific objectives and action plans.
- **Makes Sound Decisions** Integrates information from a variety of sources to evaluate alternatives; adheres to defined principles when making decisions; considers intended and unintended consequences of decisions; practices good stewardship of University resources.
- **Applies Functional Expertise** Accesses functional and technical knowledge when making key decisions; expertise is sought out by others.

3. People Leadership

- **Influences and Inspires** Promotes ideas and proposals persuasively; creates a climate that encourages personal investment; inspires action without relying solely on positional authority.
- **Listens and Communicates Effectively** Shares information appropriately; presents ideas effectively; anticipates and meets information needs; actively listens; reads non-verbal communication (e.g. tone, feelings, and context).
- **Cultivates Relationships and Fosters Collaboration** Builds an active network of relationships across the organization; connects people and groups with common goals and interests; leads by being inclusive, supportive, and cooperative.
- **Manages and Develops Talent** Effectively manages and supervises; supports a development culture; builds talent pools to ensure future availability of talent; supports others and helps them to succeed.

4. Personal Leadership

- **Establishes Trust:** Models values that result in trusting relationships; honors commitments to others; is perceived to be fair; balances transparency and keeping confidences.
- **Displays Self-Awareness:** Attuned to the humanity of the job; understands impact of own behavior; considers and responds appropriately to the needs and feelings of others; balances humility and self-assurance.

REQUIRED QUALIFICATIONS:

- Licensed mental health provider (masters or Ph.D. level) with 10 years' experience in a mental health clinic in a supervisory/management position
- Expert capacity to provide leadership in a multi-disciplinary environment and supervise a diverse staff

PREFERRED QUALIFICATIONS:

- Leadership experience with an FQHC or other clinic leadership

For more information or to apply please visit: www.myu.umn.edu/employment and search Job Opening ID 314960.

The University of Minnesota is an Equal Opportunity Employer.