

**JOB DESCRIPTION**

**POSITION TITLE:** Integrated Behavioral Health Supervisor **REPORTS TO:** Behavioral Health Director

**DEPARTMENT:** Behavioral Health **EMPLOYMENT STATUS:** Salary, Exempt - Executive

**LOCATION:** Bellingham

**JOB PURPOSE:**

The Integrated Behavioral Health (IBH) Supervisor will be responsible for the IBH program at UCNW. This clinical supervisor will conduct, evaluate, and coordinate the IBH program and provide direct services to patients. This position will provide supervision, including clinical supervision, to the IBH team of licensed clinical social workers, counselors and case managers as well as general oversight and management of the IBH program activities. In collaboration with the Behavioral Health (BH) Director, this position is also responsible for financial sustainability of program services. In addition, the IBH Supervisor will provide all the duties of an IBH Counselor.

The co-located, collaborative IBH Counselor is a member of the primary care clinic’s health care team who assists the primary care provider (PCP) in managing the overall health of their enrolled population. The IBH Counselor’s goals are to help improve recognition, treatment, and management of psychosocial/behavioral problems and conditions in the enrolled population. This position will provide consultation services to all patients referred by the primary care team & will deliver brief, consultation-based services in the primary care clinic to patients and PCPs using an integrated care model. This position responds to urgent and emergent BH issues that arise in the clinic & works with patients to identify health goals and to achieve behavior change which will help achieve health goals. The IBH Counselor also works to identify and reduce challenges in life domains which impede the achievement of health goals.

UCNW manages patient care using a team-based approach in our interactions with patients and working to achieve state objectives and outcomes.

**JOB QUALIFICATIONS**

**Education and Experience:**

* Master’s Degree in Clinical Social Work or Mental Health Counseling.
* Five or more years of direct clinical experience with community health populations required, preferably working in an integrated model.
* Two or more years of experience supervising and mentoring employees, including experience as an *Approved Supervisor* as defined per WAC 246-809-234, preferred.

**Certification and Licensure:** Washington State Licensed Independent Clinical Social Worker (LICSW), preferred. Washington State Licensed Mental Health Counselor, Marriage & Family Therapist License or Psychologist required if not LICSW; must qualify as an *Approved Supervisor* under the Washington State Department of Health’s requirements for supervising license candidates per Washington Administrative Code (WAC) 246-809-234. Current CPR & BLS certification required. Mental Health Professional (MHP) acknowledgment or qualifications to be acknowledged as an MHP from the Department of Behavioral Health and Recovery (DBHR) required.

**Specialized Skills & Knowledge:**

* Ability to carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.
* Specialized training and/or experience in the principles of integrating behavioral health assessment and treatment in the primary care setting.
* Ability to manage a program to achieve stated objectives and to achieve financial sustainability of the program.
* Exhibit leadership by directing, guiding, or influencing the collaboration and service delivery of the healthcare team.
* Demonstrated competency and experience in providing clinical services using behavioral medicine techniques (e.g., chronic diseases management, weight management, tobacco cessation, stress management, etc.)
* Experience working with screening tools, evidence-based counseling techniques, brief treatment (e.g. CBT, MI), crisis intervention, complex and chronic mental illness, and substance abuse in a multi-disciplinary team setting.
* Skilled with formulating behavioral health interventions appropriate to primary care setting, and assisting with implementation of primary care treatment plans.
* Experience working with patients who have co-occurring mental health, substance abuse, and physical health problems.
* Working knowledge of psychopharmacology.
* Knowledge of general medical practice models and processes such as office procedures, medical records, health insurance, etc.;
* Knowledge of clinical data collection and analysis strategies, needs assessments and program development.
* Skilled in BH assessments, consultation with primary care team/behavioral health team and report writing.
* Excellent interpersonal, communication, and written skills.
* Skilled in support group organization and facilitation as well as teaching /facilitating psycho-educational groups.
* Demonstrated ability to work independently and in crisis situations, as well as collaborate effectively in a team setting.
* Demonstrated ability to multi-task; track and complete a high number of tasks each day (e.g. phone calls, brief assessments, referrals, EMR documentation, etc.)
* Ability to maintain effective and professional relationships with patients and other members of the care team.
* Knowledge of the assessment and treatment of the full range of mental disorders and familiarity with use of psychotropic medications
* Knowledge of the local community and private mental health and human services resources
* Knowledge of HIV/AIDS issues including prevention, medications and psychosocial aspects
* Skilled in counseling skills including short term treatment and crisis intervention
* Possesses BH clinical skills including, but not limited to: mental health assessments, screening and referrals; direct individual therapy/crisis intervention; organization and facilitation of psycho-educational and support groups; case management, outreach, pharmacological management; documentation of assessments and progress notes
* Must be able to follow all UCNW protocols, including those related to clinic administration, patient care, and completion of timely chart notes.

**Blood-Borne Pathogens Exposure:** Category: II

This position’s roles and functions in our team-based model include:

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| **JOB DUTIES AND RESPONSIBILITIES** | **JOB PERFORMANCE STANDARDS** |
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| **Communication:** | 1. Asks for direction when unsure of job expectation. |
|  | 1. Makes suggestions and addresses concerns in a constructive manner. |
|  | 1. Utilizes appropriate channels of communication in problem-solving and conflict resolution. |
|  | 1. Communicates effectively and courteously to all UCNW staff. |
| **Organization & Time Mgmt.:** | 1. Does not allow personal issues to interfere with workload; keeps social interaction with other staff to a minimum. |
|  | 1. Takes and returns from breaks and lunch times in a timely manner. |
|  | 1. Maintains a clean, orderly and professional work area. |
|  | 1. Seeks out appropriate uses of time during non-busy periods. |
| **Safety/CQI:** | 1. Ensures safe work environment and promotes accident prevention. |
|  | 1. Utilizes cause for concern form to identify situations that have an impact on care delivery, safety or customer service. |
| **Work Ethic:** | 1. Consistently demonstrates strict adherence to policies and procedures. |  |
|  | 1. Takes responsibility for own actions and seeks to correct any mistakes. |  |
|  | 1. Consistently reports to work on date and time scheduled. |
|  | 1. Self-initiates and follows through on assignments in a timely manner. |
| **Team Contribution:** | 1. Participates in and supports team meetings, activities, and/or problem solving. |
|  | 1. Promotes positive team work and cohesiveness between all staff. |
|  | 1. Provides constructive and creative recommendations for improvements in own area of responsibility or the clinics system as a whole. |
|  | 1. Acts as a resource, communicates appropriate knowledge, skills and conduct. |
| **Service Excellence:** | 1. Maintains a high level of quality, accuracy and neatness in work performed. |
|  | 1. Remains calm and tactful during stressful situations, emergencies and confrontations. |
|  | 1. Prioritizes customer service and customer satisfaction. |
|  | 1. Demonstrates an awareness of and commitment to the goals and mission of UCNW. |
| **Professionalism:** | 1. Maintains appropriate personal boundaries with clients. |
|  | 1. Accepts supervision and criticism in a constructive manner. |
|  | 1. Maintains professional appearance appropriate for position. |
|  | 1. Maintains organizational and patient confidentiality. |
|  | 1. Demonstrates an ability to adapt to change. |
| **Job Specific Duties:** | 1. Supervise IBH Counselors and Case Managers, including selecting, orienting, training, coaching, disciplining, and giving timely performance reviews. |
|  | 1. All job duties listed in Integrated Behavioral Health Counselor job description. |
|  | 1. Develop and oversee implementation of protocols for communication, referral, consultation, documentation, data collection and report-writing. Participate in quality assurance activities including chart review. |
|  | 1. Work in collaboration with the BH Director and other clinical staff in assessment and program development; research and reporting information to supervisors/management for issues regarding IBH program development. |
|  | 1. Conduct, evaluate, and coordinate the execution of the program to include: day to day staffing schedules, coordination of staff productivity and program/staff efficiency. |
|  | 1. Participates in various UCNW staff meetings as needed, including monthly management meetings. |
|  | 1. Attends professional development workshops & seminars in areas of responsibility and maintains an individual training/education strategy with immediate supervisor. |
|  | 1. Works with the BH Director to assure that IBH services comply with regulations of North Sound Behavioral Health Organization and other payers, grantors, regulatory agencies. |
|  | 1. Assists in the development of a patient registry and fosters its use to assure improvement of care to the most at risk patients served at UCNW. |
|  | 1. Works to develop IBH services focused on families and children. |
|  | 1. Implements billing of warm hand-offs to IBH providers that meet the criteria as being a billable service. |
|  | 1. Other duties as assigned. |

**PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:**

In a typical day, this job involves the activities listed below. Indicate the frequency of performance of each activity by placing a check mark (✓) in the appropriate column.

R = rarely *(less than 0.5 hour per day)*

O = occasionally *(0.5 to 2.5 hours per day)*

F = frequently *(2.5 to 5.5 hours per day)*

C = continually *(5.5 to 8 hours per day)*

NA = not applicable

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| **Physical Activity** | **R** | **O** | **F** | C | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Sitting |  |  |  | ✓ |  |  |
| Stationary standing |  | ✓ |  |  |  |  |
| Walking |  | ✓ |  |  |  |  |
| Ability to be mobile |  |  |  | ✓ |  |  |
| Crouching (bend at knee) | ✓ |  |  |  |  |  |
| Kneeling/crawling | ✓ |  |  |  |  |  |
| Stooping (bend at waist) | ✓ |  |  |  |  |  |
| Twisting (knees/waist/neck) |  | ✓ |  |  |  |  |
| Turning/Pivoting |  | ✓ |  |  |  |  |
| Climbing | ✓ |  |  |  |  |  |
| Balancing |  | ✓ |  |  |  |  |
| Reaching overhead |  | ✓ |  |  |  |  |
| Reaching extension |  | ✓ |  |  |  |  |
| Grasping |  | ✓ |  |  |  |  |
| Pinching |  | ✓ |  |  |  |  |
| Pushing/Pulling: |  | ✓ |  |  |  |  |
| Typical weight:  Circle the appropriate weight in pounds  1-10 11-20 21-30 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Maximum weight:  Circle the appropriate weight in pounds  1-10 11-20 21-30 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Lifting/Carrying: |  |  |  |  |  |  |
| Typical weight:  Circle the appropriate weight in pounds  1-10 11-20 21-30 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Maximum weight:  Circle the appropriate weight in pounds  1-10 11-20 21-30 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Other physical activities |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Sensory Activities** | **R** | **O** | **F** | **C** | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Talking in person |  |  |  | ✓ |  |  |
| Talking on telephone |  |  |  | ✓ |  |  |
| Hearing in person |  |  |  | ✓ |  |  |
| Hearing on telephone |  |  |  | ✓ |  |  |
| Vision for close work |  |  |  | ✓ |  |  |
| Other sensory requirements |  |  | ✓ |  |  | Keyboarding & data entry |
| Operation of equipment, vehicles or tools |  |  |  |  |  |  |
| Required infection control standards |  |  |  |  |  |  |
| Other environmental factors |  |  |  |  |  |  |

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| **Environmental Factors** | **SPECIFY** | | | | | |
| Safety requirement:  -clothing  -required safety equipment  -activities performed |  |  |  |  |  |  |
| Exposures:  -fumes  -chemicals  -blood or other bodily fluids  -cold/heat  -dust |  |  |  |  |  |  |
| Operation of equipment, vehicles or tools |  |  |  |  |  |  |
| Required infection control standards |  |  |  |  |  |  |
| Other environmental factors |  |  |  | X |  | Proper ergonomic form should be followed in this office setting |

I, the undersigned, acknowledge that I have read the above job description and agree that it defines the position as it currently exists. The undersigned also understand that the above is intended to describe the general content of and requirements for performance of this job. It is not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor.

**Employee Signature: Date:**

**Supervisor Signature: Date:**