



## **Job Announcement Behavioral Health Site Lead (Exempt, Full-Time)**

The Santa Cruz Community Health Centers (SCCHC) began as a women's health collective in 1974 with the mission of improving the health of our patients and the community and to advocate the feminist goals of social, political, and economic equality. Now, 40 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating two separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; and our new East Cliff Family Health Center in Live Oak, serving everyone.

The SCCHC has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff works as a team to fulfill our mission so that all of our patients have access to comprehensive, quality health care.

Our health centers adopted an Integrated Behavioral Health model in 2012 and all staff members and providers participate in offering Behavioral Health support to our patients.

**Job Summary:** The Behavioral Health Site Lead supports their site's Behavioral Health team to achieve high job satisfaction and performance; assists the BH Director to ensure access to high-quality Behavioral Health services for SCCHC patients at their clinical site; and advances SCCHC's Strategic Plan through working closely with the BH Director and other site leads and Clinic Managers. The site's Behavioral Health Providers report directly to the BH Site Lead, who continues to provide direct service by maintaining their current role of BH Provider II. The BH Site Lead is expected to demonstrate exceptional clinical, leadership, strategic planning, critical thinking, patient relations, organizational, and time management skills. The position reports to the BH Director.

### **COMPETENCIES**

#### **BH PROVIDER SUPPORT**

- Serve on BH Leadership Team on behalf of their site's Behavioral Health Providers, to coordinate efforts between all sites, and to advance SCCHC's Strategic Plan, initiatives, and priorities.
- Maintain open communication with BH Providers to hear and share their ideas and concerns with BH Leadership Team, BH Director, and Steering Committee members.
- Communicate with BH Providers via various modes (email, meetings, one-on-one, etc.) around clinic proposals, developments and initiatives.
- With Clinic Manager, receive, consider, and submit BH Provider schedule requests for review by BH Director and Operations Director.
- Review and approve their site's BH Provider time-off requests & time cards.
- With Clinic Manager, ensure appropriate BH staffing levels, and identify staffing and recruitment



needs.

- Ensure success of visit productivity using tracking methods and reporting results to BH Director.
- Assist BH Director in BH Provider recruitment, interviewing, hiring, and onboarding of new BH Providers. The BH Director serves as “Hiring Manager” with BH Lead collaboration.

### **PROVIDER TEAM PARTICIPATION**

- Attend staff and management meetings, including: all-staff and site-staff meetings, BH Team Huddles, BH Leadership Team meetings, and others as necessary, , and other clinical working groups. Meeting assignments must be confirmed and approved by the BH Director.
- Collaborate with other site leads including Site Medical Leads, Clinic Managers, Front Office Lead and Medical Assistant Lead, Nurse Manager and others as necessary and appropriate, as part of Steering Committee and in supporting clinical operations and initiatives.
- Alongside BH Director, Create, develop and implement Behavioral Health operating procedures, work flows and policies in collaboration with other site leads and consultants as needed.
- Identify areas to engage BH Provider participation and input to expand and strengthen Clinic programs through collaborative problem solving and decision-making. Represent BH Providers on site Steering Committee and participate in managing the day-to-day clinical operations of their site.

### **BH PROVIDER SUPERVISION & PERFORMANCE EVALUATION**

- Supervise and coordinate the supervision of BH Providers through team assignments, chart review, mentoring, etc. per SCCHC Patient Safety and Quality Assurance Policy
- Evaluate BH Provider performance per SCCHC policy, and provide regular feedback to BH Providers on their performance on teamwork and professionalism, and clinical, compliance, regulatory, and fiscal indicators. This duty is performed with the BH Director who is closely involved in and supportive of this process.
- Alongside BH Director, identify and assist BH Providers in need of performance enhancement, quality of care improvements, general support, or training.
- Provide direct supervision and performance evaluations for Integrated Behavioral Health Care Coordinator at corresponding site.
- Participate in completion of Incident Reports as requested by BH Director.
- Discuss areas of heightened concern with BH Director in a timely manner.

### **CLINICAL SERVICES, QUALITY & PATIENT CARE**

- Work with BH Providers, Care Team members, and Clinic Manager to implement strategies to reach target productivity and patient access to their BH Provider.
- Champion integration of clinical services (Behavioral Health, Family Practice, Pediatrics, Psychiatry, CAM, SMAs, Case Management, Nursing) in daily practice of BH Providers and as part of Steering Committee.



- Champion Quality Improvement & Patient-Centered Medical Home efforts on the agency level as well as with providers and Care Teams.
- Identify need for and coordinate access to education and training in priority clinical knowledge areas in primary care, including but not limited to: management of acute behavioral health conditions; chronic pain management; management of chronic medical and behavioral conditions; preventive BH care; Crisis Intervention; SUD (including referrals to treatment) etc.
- Promote and facilitate internship opportunities for MSW students, including participation as a field instructor, supervision of student interns and completion of all tasks necessary to field placement.
- Additional projects and duties as assigned by the BH Director.
- Perform all clinical and administrative duties expected of a BH Provider at SCCHC

### **SALARY & BENEFITS**

This is a full-time, non-exempt position. Competitive compensation & benefits package. Paid time off and paid holidays accrue from date of hire. Employer subsidized group health, dental and life insurance after 30 days of employment with a satisfactory review. Employer sponsored 2% retirement match.

### **APPLICATION PROCESS**

To apply, follow the instructions on the Careers page of our website: [www.SCHealthcenters.org/Careers](http://www.SCHealthcenters.org/Careers). No phone inquiries please.

**THE SANTA CRUZ COMMUNITY HEALTH CENTERS IS AN EQUAL OPPORTUNITY EMPLOYER**