



## SITE BEHAVIORAL HEALTH DIRECTOR JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, more than 45 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating three separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the East Cliff Family Health Center in Live Oak, serving everyone; and the Santa Cruz Mountain Health Center providing easier access to care for our patients in the San Lorenzo Valley.

SCCH 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 our patients have access to comprehensive, quality health care.

### POSITION SUMMARY:

The Site Behavioral Health Director supports their site's Behavioral Health team to achieve high job satisfaction and performance; assists the Chief of Behavioral Health to ensure access to high-quality Behavioral Health services for SCCH patients at their clinical site; and advances SCCH's Strategic Plan through working closely with the Chief of Behavioral Health and other Site Leadership. The site's Behavioral Health Providers report directly to the Behavioral Health Site Director, who continues to provide direct service by maintaining their current role of Behavioral Health Provider. The Behavioral Health Site Director is expected to demonstrate exceptional clinical, leadership, strategic planning, critical thinking, patient relations, organizational, and time management skills. The position reports to the Chief of Behavioral Health, and in the absence of the Chief of Behavioral Health may act on their behalf as delegated.

**Reports to:** Chief of Behavioral Health

**Location:** East Cliff Family Health Center - Hybrid

**Classification:** Full-time, salary, exempt

**Hours:** Varies

### CORE JOB RESPONSIBILITIES:

#### Leadership and Supervisory Role

- Serve on Behavioral Health Leadership Team on behalf of their site's Behavioral Health Providers, to coordinate efforts between all sites, and to advance SCCH's Strategic Plan, initiatives, and priorities.
- Maintain open communication with Behavioral Health Providers to hear and share their ideas and concerns with Behavioral Health Leadership Team, Chief of Behavioral Health, and Site Leadership.
- Meet with individual Behavioral Health Providers on a monthly basis to assess job satisfaction and well-being, and offer resources and support as needed.



- Develop and coordinate Behavioral Health Provider schedules with Site Operations Director, Patient Services Manager, Behavioral Health Coordinators with oversight from Chief of Behavioral Health.
- Review and approve their site's Behavioral Health Provider and Coordinator time-off requests & approve timecards.
- Assist Chief of Behavioral Health in department recruitment, interviewing, hiring, and onboarding of new employees. The Chief of Behavioral Health serves as "Hiring Manager" under close advisement and guidance of the Behavioral Health Leadership Team.
- Evaluate Behavioral Health Provider performance per SCCH policy.
- Alongside Chief of Behavioral Health, identify and assist Behavioral Health Providers in need of performance enhancement, quality of care improvements, general support, or training.
- Provide direct supervision and performance evaluations for Behavioral Health Care Coordinator at corresponding site.
  
- Participate in quality improvement efforts, including reviewing and addressing incident reports as needed.
- Discuss areas of heightened concern with Chief of Behavioral Health in a timely manner.

#### **Team Based Care and Operations**

- Attend staff and management meetings, including: all-staff and site meetings, Behavioral Health Team Huddles, Behavioral Health Leadership Team meetings, and others as necessary. Meeting assignments must be confirmed and approved by the Chief of Behavioral Health.
- Collaborate with Site Leadership including Medical and Operational leadership in order to best support clinical operations and integration.
- As part of the Behavioral Health Leadership Team create, develop and implement Behavioral Health operating procedures, workflows and policies.
- Provide training and onboarding for all new staff in order to improve the integration of Behavioral Health. Facilitate Behavioral Health orientation and offer more in-depth training to new providers or department leads.
- Work with Behavioral Health Providers, Care Team members, and BH Care Coordinators to implement strategies to improve patient access to Behavioral Health services.
- Monitor and report out on productivity targets and current data. Develop strategies to meet productivity goals while balancing staff satisfaction and retention.

#### **Clinical Services**

- Champion integration of clinical services (Behavioral Health, Family Practice, Pediatrics, Psychiatry, CAM, SMAs, Case Management, Nursing, OBAT) in daily practice of Behavioral Health Providers and as part of Site Leadership.
- Champion Quality Improvement & Patient-Centered Medical Home efforts on the agency level as well as with providers and Care Teams.



- Identify the need for, and coordinate access to, education and training to promote a generalist approach to Integrated Behavioral Health that supports providers to treat a wide range of presenting problems in a diverse patient population.
- Participate in Behavioral Health Chart Review and Beacon Quality meetings to promote clinical quality and best practices.

## COMPETENCIES:

### Job Expertise

- Demonstrates knowledge of applicable clinical principles and practices
- Demonstrates knowledge and use of clinic policies and procedures as well as applicable federal and state rules and regulations
- Applies technical and procedural skills efficiently and effectively
- Successfully gathers and uses information, procedures, materials, equipment and techniques required for position
- Demonstrates ability to effectively use Electronic Health Records (EHR)

### Customer Service

- Provides patient-centered customer service at all times
- Demonstrates the ability to anticipate patients' needs and deliver services and respond to patients in a timely, accurate, courteous, respectful and friendly manner
- Demonstrates ownership, initiative, attention to detail, and follow-through
- Approaches problem-solving by focusing on patients first
- Advocates for care that best serves the patient
- Addresses customer complaints/problems in a timely manner

### Communication Skills

- Oral and written communication is clear, concise, accurate, positive and respectful
- Demonstrates comprehension of oral and written questions, instructions, and information rapidly, thoroughly, and accurately
- Response to oral and written questions, instructions, and information is timely and appropriate
- Written communication is well-organized, legible, concise, neat, and in proper grammatical form
- Checks work related email and mailbox on a daily basis

### Teamwork and Interpersonal Skills

- Dealings with others are characterized by fairness, courtesy, diplomacy, honesty, firmness, empathy and confidence
- Effective in offering support and assistance to others, in obtaining information from others, and in supplying information to others



- Demonstrates a positive attitude, flexibility and ability to develop effective relationships by helping others accomplish tasks and using collaboration and conflict resolution skills

### **Judgement & Problem Solving**

- Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions
- Demonstrates good judgment in making decisions
- Resolves issues independently and only seeks assistance as needed

### **Reliability**

- Completes assigned duties and responsibilities in an accurate, timely and efficient manner
- Arrives to work on time and maintains consistent attendance
- Follows instructions and appropriate procedures
- Maintains patient confidentiality as required by HIPAA

### **Personal Development**

- Attend required annual in-service programs
- Comply with all trainings, drills, policies and procedures concerning safety
- 100% attendance to mandatory skills/competencies updates yearly required
- Maintain licensure requirements

## **QUALIFICATIONS**

### **MINIMUM QUALIFICATIONS**

- Current and active License in Clinical Social Work in state of CA
- Minimum two years post-licensure work experience
- Effective communication skills, including but not limited to:
  - Ability to read and write effectively, in English, within the business context, and to compose correspondence;
  - Ability to speak effectively before patients or employees of the organization;
  - Ability to tactfully, confidentially, and professionally handle all manner of patient communications;
  - Ability to exercise sound judgment in handling all functions of the position;
  - Ability to prioritize assignments;
  - Personal composure and flexibility so as to successfully perform all functions of the position in a fast paced, multidisciplinary setting
- Familiarity with Integrated Behavioral Health model
- Training and comfort with a wide range of clinical modalities and patient populations



## **PREFERRED QUALIFICATIONS**

- Employment experience in healthcare setting
- Two years or more supervisory experience
- Experience working with multi-disciplinary teams
- Fluent in Spanish

## **WORK CONDITIONS**

Working conditions are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

## **SALARY AND BENEFITS:**

Competitive compensation & benefits package are available to staff working at least 20 hours per week. Paid time off and paid holidays accrue from date of hire. Paid License(s) and CME (fees and days off). Employer subsidized group health, dental, vision and life insurance plans the first of the month after 30 days of employment. Automatic 2% enrollment in an Employer sponsored 401K plan with a 2% retirement match.

## **APPLICATION PROCESS:**

To apply, download our employment application on our [Careers page](#). Submit application and current resume with letter of interest Human Resources. No phone inquiries, please.

**SANTA CRUZ COMMUNITY HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER  
(W/M/V/D).**