

**NORTHPOINTE BEHAVIORAL HEALTHCARE SYSTEMS
JOB DESCRIPTION**

Job Title: County Director
Reports To: Chief Executive Officer
FLSA Status: Exempt
Classified As: Administrative
Effective Date: 11/01/97
Revision/Review Date: 12/04/18

SUMMARY:

Serve as a County Director for Northpointe's service delivery system. Manage, coordinate and direct the daily operations, including physical plant, and all of the clinical services of the site office in accordance with current procedures and policies. Supervises clinical staff.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by the supervisors.

QUALIFICATIONS:

All providers must meet qualifications set in the Michigan Medicaid Provider Manual, including: must be at least 18 years of age; able to prevent transmission of communicable disease; able to communicate expressively and receptively in order to follow individual plan requirements and beneficiary-specific emergency procedures, and to report on activities performed; and in good standing with the law (i.e., not a fugitive from justice, a convicted felon who is either under jurisdiction or whose felony relates to the kind of duty to be performed, or an illegal alien). Licensed professionals must act within the scope of practice defined by their licenses.

This position will be knowledgeable and actively support: 1) culturally competent, recovery-based practices, 2) person centered planning as a shared decision making process with the individual, who defines his or her own life goals and is assisted in developing a unique path toward those goals; and 3) a trauma informed culture of safety to aid individuals in their recovery process. To support this, lived experiences with behavioral health issues is desired.

EDUCATION, CERTIFICATES and/or EXPERIENCE:

1. Master's Degree (M.A.) from an accredited college or university in a human service field.
2. Must possess licensure, registration or certification as a Licensed Social Worker, Limited Licensed Psychologist or equivalent.
3. Minimum 5 years supervisory experience in a behavioral health setting preferred.
4. Organizational, leadership skills.
5. Budgetary experience.

LANGUAGE SKILLS:

1. Ability to read, analyze, and interpret professional journals, technical procedures, financial reports, or governmental regulations.
2. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
3. Ability to write reports, business correspondence, and procedure manuals.
4. Ability to effectively present information and respond to questions from groups of managers, individuals, board of directors and the general public.

MATHEMATICAL SKILLS:

- 1. Ability to work with mathematical concepts such as probability and statistical inference.
- 2. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

- 1. Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.
- 2. Ability to deal with nonverbal symbolism (body language, facial expression, affect, etc..) in its most difficult phases.
- 3. Ability to deal with a variety of abstract and concrete variables.

OTHER SKILLS AND ABILITIES:

- 1. Knowledge of the basic sciences underlying mental health practice in a community setting and ability to apply these principles to clinical practice.
- 2. Computer knowledge to include at a minimum: Word processing and spreadsheet applications.
- 3. Participation in training and education as necessary to maintain current competency(s) in skill areas essential for implementing job duties and responsibilities.

PHYSICAL DEMANDS:

The physical demands described here 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 individuals with disabilities to perform the essential functions.

- 1. The employee is regularly required to sit and talk or hear.
- 2. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.
- 3. The employee must occasionally lift and/or move up to 10 pounds.
- 4. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1. The noise level in the work environment is usually moderate.

CONFIDENTIALITY:

The effectiveness of NBHS and its services is dependent upon confidential relationships with people. It is the policy of NBHS that all service recipient related information shall be kept confidential according to Section 748 of Act No. 258 of the Privacy Acts of 1974. Employees shall not divulge information about other staff, service recipients or information contained in agency files, emails and records except to other employees who may need such information in connection with their duties.

REQUIRED TRAININGS:

The following Northpointe trainings are required for this position:

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| 1. CAFAS | Required within 6 months of hire. Biannual reviews are required. |
| 2. Children’s Training | 24 hours of training required annually. |
| 3. Clinical Documentation | Required within 30 days of hire. Reviews as necessary. |
| 4. Corporate Compliance & Ethics | Required within 30 days of hire. Annual reviews are required. |
| 5. Crisis Intervention | Required prior to providing ES. Reviews as necessary. |
| 6. Customer Service I | Required within 30 days of hire. Reviews as necessary. |
| 7. Diversity | Required within 30 days of hire. Annual reviews are required. |
| 8. Driver Safety | Required before driving an agency vehicle. Reviews as necessary. |
| 9. Drug Free Workplace | Required within 30 days of hire. Reviews as necessary. |
| 10. Harassment | Required within 30 days of hire. Reviews as necessary. |

11. Health and Medications	Required within 3 months of hire. Reviews as necessary.
12. HIPAA	Required within 30 days of hire. Annual reviews are required.
13. Infection Control	Required prior to initial assignments to tasks where occupational exposure may occur. Annual reviews are required.
14. Jail Diversion	Required within 30 days of hire. Reviews as necessary.
15. Medicare Parts C&D: Combatting Fraud, Waste & Abuse	Required within 30 days of hire. Annual reviews are required.
16. Medicare Parts C&D: General Compliance	Required within 30 days of hire. Annual reviews are required.
17. Nonviolent Intervention	Required within 3 months of hire. Annual reviews are required.
18. NorthCare Network Medicaid Basics	Required within 30 days of hire. Reviews as necessary
19. NorthCare Network Org. & Comp.	Required within 30 days of hire. Reviews as necessary.
20. NorthCare Plan for Difficult Times/Advance Directives	Required within 30 days of hire. Annual reviews are required.
21. Organizational Determinations Appeals Grievance/MI Health Link	Required within 30 days of hire. Annual reviews are required.
22. PECFAS*	Required within 6 months of hire.
23. Person Centered Planning/LEP	Required within 30 days of hire. Annual reviews are required.
24. Recipient Rights	Required within 30 days of hire. Annual reviews are required.
25. Safety	Required within 30 days of hire. Annual reviews are required.
26. Trauma Informed Care Level 1&3	Required within 30 days of hire. Annual reviews are required.

*Required for County Directos with SED children, ages 4-6 on their caseload.

County Directors that supervise a Wraparound Facilitator/Assistant Facilitator need the following trainings:

1. MDHHS three-day Wraparound new facilitator training
2. One additional MDHHS supervisory training in their first year of supervision
3. Two MDHHS Wraparound trainings annually, one of which is a Wraparound supervisor training

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Oversees clinical services for assigned county. Provides clinical supervision oversight (including backup supervisor system) to ensure adequate coverage to meet individual demand (i.e., emergency services, adult and child services). Monitors resource utilization, service trends, continuum of care needs, and staff variances in treatment provision and outcomes. Ensures individuals are receiving the appropriate level of services for the appropriate amount of time. Regular monitoring of high risk/high intensity cases to facilitate timely transitions. Ensures that evidence base practices are implemented.

Coordinates with other directors/managers to ensure consistency across counties.

Supervises staff and contracts. Is responsible for the overall orientation, training, direction, coordination, supervision and evaluation of staff assigned to them. Directs work, assigns tasks, appraises performance and addresses/resolves complaints/problems. Ability to communicate effectively and professionally during discussions of personnel related matters, including corrective action, problem resolution, and employment termination meetings. Ensures programs, program implementation, and service provision within applicable areas occurs as identified in the Medicaid Provider manual, PIHP/CMH contract, MDHHS/CMH contract, and other required and best practice regulatory requirements. Ensures that documentation of staff responsible for is in compliance with agency policies and procedures and all other regulatory requirements. Serves as liaison for contracted providers as assigned; completing documentation reviews, review of billing reimbursements submitted to Northpointe, participating in site review process, engaging in problem resolution for day to day matters, providing training, and making recommendations for contract amendment as necessary.

Actively plans, implements services, completes reports, and makes recommendations in accordance with accrediting body, State of Michigan, Northpointe's strategic plan, established policies and procedures, applicable regulations and fiscal budgets to meet individuals' needs. Collects and prepares data as needed to

meet regulatory requirements.

Serves as the agency liaison between Northpointe and community partners for their assigned county. Networks and collaborates with other community partners to promote coordination and delivery of best practices and other services at the local and regional level.

Coordinates with Northpointe's Maintenance Manager to ensure a safe, clean and therapeutic environment for individuals, employees and the community. Provides supervision to janitorial staff or monitors contract performance if applicable.

Will provide intakes, second opinion assessments, therapy, targeted case management and supports coordination for assigned cases as needed, no more than 25% of services provision guidelines. Assists the individual in setting up medication and/or providing "eyes on" medication compliance monitoring. Participates in agency on call system as needed.

County Directors that have LMSW license:

- Establishes, reviews, or approves service authorizations per NorthCare Level of Care and Service Package Guidelines.
- May be called upon to provide Utilization Management activities including authorization/reauthorization of services requested by case management and/or other providers completing plans of service and requesting authorizations.
- Reviews clinical assessments of those individuals whose services were denied, reduced or terminated.

County Directors that supervise a Wraparound Facilitator/Assistant Facilitator: participates on the Community Team; provides individualized clinical supervision and coaching to the Wraparound staff weekly based on their individual needs and experience, and maintains a supervision log; and, ensures documentation of attendance at required trainings is maintained for all Wraparound staff and available for review upon request.

COMPETENCIES:

1. Demonstrate ability to develop and manage budget across multiple programs.
2. Demonstrate ability to identify programmatic needs and develop work plans across multiple programs/services.
3. Demonstrate a high level of clinical and administrative knowledge related to MI adult population.
4. Demonstrate leadership capabilities.
5. Demonstrate ability to analyze data, conduct root cause analysis and transform information into effective strategies for improvements.
6. Demonstrate proficiency in computer software necessary to perform job functions.
7. Demonstrate ability to be compliant with DCH regulations and other regulatory bodies.
8. Demonstrate sound supervisory and management skills.
9. Demonstrate ability to effectively manage, problem-solve, coordinate and prioritize tasks.
10. Demonstrate adherence to NBHS policies and procedures regarding medication set up and administration.

JOB DESCRIPTION ACKNOWLEDGEMENT:

I have received and reviewed this job description for Northpointe Behavioral Healthcare Systems. I fully understand my obligations and responsibilities as outlined herein.

Employee Signature

Date