



King County

Invites Applications for the Position of:

Care Coordination and Recovery Section Manager

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King County is committed to equity and diversity in the workplace. In addition, the county is committed to recruiting and maintaining a quality workforce that shares our guiding principles: collaborative, service-oriented, results-focused, accountable, innovative, professional and fair and just.

OPENING DATE/TIME: 06/19/17 12:00 AM (GMT -8:00)

CLOSING DATE/TIME: 07/04/17 11:59 PM (GMT -8:00)

SALARY: \$94,931.20 - \$120,328.00 Annually

LOCATION: Chinook Building - 401 5th Ave, Seattle

JOB TYPE: Career Service, Full Time, 40 hrs/week

DIVISION: Department of Community & Human Services

JOB NUMBER: 2017SC7091

SUMMARY:

The Department of Community and Human Services (DCHS) provides equitable opportunities for people to be healthy, happy, self-reliant and connected to community.

The Manager of the Care Coordination and Recovery Section is responsible for leading the King County Behavioral Health and Recovery Division's (BHRD) activity in behavioral health outpatient and residential treatment utilization management, care coordination, and division wide recovery activities. Care coordination and recovery are integral parts of the fabric for all operations of BHRD and are integral to effective behavioral health services in King County. This leader is responsible for the supervision of all staff in the section and reports to an Assistant Division Director.

The duties of this position include management and oversight of behavioral health initiatives that impact care coordination, utilization management for behavioral health outpatient, and substance use disorder residential treatment. Additionally, this position oversees management of division recovery initiatives including the King County Recovery Ordinance and Plan, trauma informed care, and peer services including Peer Bridgers. This management position is also responsible for the functions of the clinical care team including managing Medicaid and non-Medicaid benefit benefits, grievances, client services, extraordinary occurrences, and adverse benefit determination.

WHO MAY APPLY: The Department of Community and Human Services values diverse perspectives and life experiences. The Department encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQ, people with disabilities, veterans, and those with lived experiences.

REQUIRED MATERIALS: Candidates who wish to be considered for this position must submit an online King County application and respond to the supplemental questions.

WORK SCHEDULE: This position is exempt and not eligible for overtime. Typical hours are Monday - Friday 8am-5pm.

RECRUITER: Susan.Churchill@kingcounty.gov

JOB DUTIES:

- Supervise all section staff, including employee, development, performance management, employee engagement activities, and facilitation of staff meetings.
- Manage and oversee section and initiative budgets.
- Participate in and/or lead effective benefit design for behavioral health services for children, youth, adults, and their families.
- Manage daily operations to include overseeing project activities, assessing issues and risk, scheduling and allocating resources, budgeting, and ensuring timely and accurate completions of project assignments.
- Responsible for care coordination initiatives, including design, implementation and oversight.
- Coordinate, write and assure implementation and adherence to the King County Recovery Plan.
- Coordinating with Mental Illness and Drug Dependency, Best Starts for Kids and Veteran and Human Service Levy staff to provide accountability for all contracting, budget and implementation of all initiatives.
- Determine charter and scope of section projects, assuring projects are aligned with County/Department strategies, initiatives and business needs or values.
- Prepare/coordinate the development of reports, Request for Proposals (RFPs), Request for Information (RFIs).
- Responsible for all contract deliverables in local, state and federal grants and oversight of contracts and legislation for the section.
- Participate in statewide and local advocacy for policies and initiatives that further behavioral health recovery.
- Track budget, site visits, evaluations/performance measures and use of evaluation to make midstream updates and redirections.
- Represent the county in meetings with County Council, state staff, and other elected officials on issues affecting BHRD programs and services.
- Respond to requests from the King County Executive and King County Council.
- Serve on BHRD Management Team, Plan Management Group, and Quality Improvement Committee.
- Coordinate and collaborate with BHRD sections and external partners to optimize section activities.
- Perform other related duties as assigned.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

1. Bachelor's Degree in Human Services or related field. Qualifying experience may substitute year for year of education.
2. At least five years of recent experience working as a manager or supervisor in behavioral health and/or equivalent education on supervision and management skills and practice.
3. Knowledge of principles of equity and social justice and demonstrated ability to work with individuals from diverse backgrounds.
4. Strong interpersonal skills including collaboration, team player, and good listening skills.
5. Advanced knowledge of and recent experience in care coordination such as organizing care activities among different services and providers, and across various facilities.
6. Demonstrated leadership and experience in utilization management to facilitate the provision of quality, efficient behavioral health services to clients and providers, including, monitoring, evaluating and influencing the delivery of care.
7. Leadership in developing and implementing a recovery oriented system of care that is built on the strengths and resilience of individuals, families and communities who are actively engaged in their health, wellness and recovery.
8. Knowledge and experience in Centers for Medicare and Medicaid Services (CMS) rules and regulations related to behavioral health and the Mental Health and Addiction Equity Act application to Medicaid programs.
9. Demonstrated ability to manage projects using current project management principles, methodologies, and processes.
10. Skill in organizing, planning, and executing large-scale, complex multi-phase projects requiring multiple organization integration from vision through implementation.
11. Advanced skill in effectively communicating orally and in writing, including making formal presentations to groups and committees, influencing decision makers in a political environment, and working with the media.
12. Skill in gathering, analyzing and synthesizing data; writing papers and reports including the ability to present statistical and narrative information to non-technical stakeholders.
13. Skill in problem-solving, conflict resolution, and decision making; handling multiple competing priorities.
14. Desired Qualifications:
 1. Master's Degree in Human Services or related field and/or equivalent education and work experience.
 2. Knowledge of King County Recovery Plan, Mental Illness and Drug Dependency Sales Tax, Veteran and Human Service Levy and Best Starts for Kids program and other King County initiatives.
 3. Knowledge of Washington State Medicaid and non-Medicaid services and contracts, including state contract and block grant requirements.
 4. Knowledge of the King County behavioral health service system, social service network, and evidence based and promising practices.
 5. Possess registration as a mental health professional and / or chemical dependency professional.
 6. In recovery or have lived experiences in behavioral health.