CLASS TITLE: MANAGER – BEHAVIORAL HEALTH SYSTEMS

BASIC FUNCTION:

Under the direction of the Director - Youth Health & Wellness, the Manager - Behavioral Health Systems researches, develops, coordinates, implements and assesses behavioral health programs and billing systems; works in partnership with Managed Care Plans, the Department of Behavioral Health, other government agencies, and districts to support the development of mental health and substance systems of care; provides technical, specialized, consultative, advisory and planning services in the area of behavioral health and billing for behavioral health services; serves as a resource to program representatives and school districts; and serves as the Santa Clara County Office of Education (SCCOE) lead for grants or grant projects as assigned.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Identifies, coordinates, and provides training and technical assistance to districts and schools on evidenced-based behavioral health systems, programs, and practices effective in school environments.

Develops and implements clinical supervision and intern programs in accordance with the California Board of Behavioral Sciences and other local, state, and federal policies.

Supports with the identification, development, and coordination of behavioral health partnerships with Social Services, Behavioral Health, Managed Care Plans, Commercial Health Providers, and other agencies.

Provides training support, and technical assistance to county offices of education and districts regarding becoming contracted vendors with commercial health plans and managed care plans; supports sites in becoming Medi-Cal certified.

Works with the Department of Health Care Services, the Department of Health & Human Services, Managed Care Plans, County Behavioral Health, districts, and other organizations to develop referral pathways and closed-loop referral systems to increase coordination and access to behavioral health services for students in schools.

Researches, develops, and provides training and technical assistance to county offices of education, districts and schools in the preparation and submission of billing claims for all payers including Managed Care Plans, Medi-Cal Billing, and Commercial Health Plans.

Works with other County Departments, district staff and community partners to present cross-systems applications of behavioral health research and pedagogy; coordinates monthly regional leadership meetings and annual regional conferences.

Develops, implements, coordinates, and collaborates with third-party claims submission vendors to ensure the proper process of claims and generation of revenue.
Assesses school-based behavioral health programs and billing systems; analyzes data, develops a strategic plan with short and long-term goals, focused on building capacity to establish and sustain behavioral health programs on school campuses.

Serves as a resource to program representatives and the SCCOE; serves as liaison for special assignments; serves as liaison between the State and districts in the County; coordinates State and regional conferences; serves as national, State, and regional lead for other leaders in assigned program area; serves on assigned task forces and committees.

Provides technical information and assistance to assigned supervisor and the Director regarding assigned functions; assists in the formulation and development of policies, procedures, and programs; assists with departmental and divisional planning activities.

Serves as the SCCOE lead for grants or grant projects such as the School Behavioral Health Incentive Program (SBHIP) and other grants that support the implementation of various components of behavioral health, monitors grant requirements and completes all aspects of grant reporting.

Prepares and maintains a variety of narrative and statistical reports, records and files related to personnel and assigned activities.

Participates in the development of the annual preliminary budget; analyzes and reviews budgetary and financial data; controls and authorizes expenditures in accordance with established limitations; manages grant applications and provides support to districts, schools and the SCCOE in applying for grant programs as assigned by the position.

Operates a computer and assigned software programs; operates other office equipment as assigned; drives a vehicle to conduct work as assigned.

Attends a variety of conferences, departmental and interdepartmental meetings as assigned; provides expertise and technical assistance as needed; attends and participates in SCCOE meetings and events.

OTHER DUTIES:
Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Knowledge of billing practices and insurance claims.
Knowledge of CPT and ICD-10 coding and billing requirements for public programs and third-party payers.
Knowledge of LEA Medi-Cal billing.
Knowledge of Managed Care Organizations and Plans.
Knowledge of public-school environments.
Understanding of the relationship between various health plans including IPAs and DOFR.
Knowledge of evidence-based mental health and substance use practices.
Social and emotional learning research, evaluation, strategies, theories, techniques, and methods of instruction.
Researching, synthesizing, writing, and marketing training programs for assigned area.
Training methods, program planning, adult learning, and group facilitation and dynamics.
Collecting and assembling data and navigating assigned software systems.
Budget preparation and control.
Technical aspects of field of specialty.
Oral and written communication skills.
Applicable laws, codes, regulations, policies, and procedures.
Interpersonal skills using tact, patience, and courtesy.
Operation of a computer and assigned software.

ABILITY TO:
Research, develop, coordinate, implement and assess staff development in accordance with State mandates and district/school/curriculum needs for curriculum reform and school development planning.
Provide technical, specialized, consultative, advisory, and planning services in assigned instructional area.
Provide direction and leadership to interpret data in the development and implementation of strategic plans for the schools.
Process and train others on processing insurance billing claims.
Serve as a resource to program representatives and the SCCOE.
Conduct special studies and in-services.
Coordinate large professional development institutes and conferences.
Communicate effectively both orally and in writing.
Interpret, apply, and explain rules, regulations, policies, and procedures.
Establish and maintain cooperative and effective working relationships with others.
Operate a computer and assigned office equipment.
Analyze situations accurately and adopt an effective course of action.
Meet schedules and timelines.
Work independently with little direction.
Plan and organize work.
Maintain records and files.
Prepare comprehensive narrative and statistical reports.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Master’s degree in public health, healthcare administration, social work, counseling, or related field and three (3) years increasingly responsible experience conducting professional development activities. Completion of a medical billing and coding training program or two (2) years of experience working in a healthcare setting with exposure to billing and coding required.

LICENSES AND OTHER REQUIREMENTS:
Valid California License in Clinical Social Work, Marriage and Family Therapy, or Psychology (preferred).
Medical billing and coding certification (preferred).
Valid California driver’s license.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Hearing and speaking to exchange information and make presentations.
Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Sitting or standing for extended periods of time.

Approved by Personnel Commission: May 11, 2022

Marisa Perry       Date: 5/11/22
Director III – HR / Classified Personnel Services