

**SPECIAL SERVICE FOR GROUPS  
JOB ANNOUNCEMENT**

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**Title:** Behavioral Health Services Manager

**Division:** HOPICS

**FLSA:** Exempt/Full Time (*40 hours*)

**Supervisor:** Associate Director of Behavioral Health Services

**Pay Range or Rate:** DOE

**Revised:** 07.2019

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❖ Summary

Under the supervision of the Associate Director of Behavioral Health, the Behavioral Health Services Manager is responsible for providing clinical support and supervision to multi-disciplinary Behavioral Health teams, Housing and Homeless consisting of mental health professionals, substance use counselors, case managers, and peer support case managers. The Behavioral Health Department provides mental health treatment, substance use counseling and case management to homeless, victim of crimes, and Co-Occurring Dual Diagnosis individuals and families throughout Service Area 6 using trauma informed care best practices.

Essential Functions

- Clinical oversight of the behavioral health, housing and homeless services provided, staff interactions with clients, program, and client services
- Review and make suggestions/recommendations on special, complicated or problemcases
- Supervise MSW/MFT's, Student Interns and complete appropriate paperwork in accordance with the Board of Behavioral Sciences and the Memorandum of Understanding (MOU) with respective Universities. Assign Students Interns appropriate level of work and training.
- Conducts Bio-psychosocial/ASAM Assessments
- DSM-V /ICD-9 diagnosing
- Adhere to NASW Code of Ethics
- Conduct and document case consultations with Behavioral Health staff
- Document all supervision
- Responsible for monitoring staff progress in developing full understanding of the needs of clients with severe and persistent mental illness, and in developing their skills in implementing best practices for treating them
- Provide clinical documentation training to new staff and ongoing refresher courses to all staff
- Provide clinical trainings to all program staff as needed
- Cultivate resources and collaborate with community partners that will enhance service planning and delivery
- Review clinical charts on a regular ongoing basis to ensure documentation accuracy
- Flag chart issues and bring them to the attention of staff to make necessary changes and corrections
- Conduct quality assurance checks of client files and ensure that all clinical files meet provider requirements and best practices
- Assist in ensuring that Behavioral Health Program staff receive appropriate trainings
- Available on an on-call basis for emergency situations encountered by Behavioral Health Program staff
- May carry the more complicated or emergency casework assignments as required or needed
- Attend regularly scheduled and as-needed coordination and/or team meetings with DMH, Grant Funders, DCFS
- Keep informed on recent developments in the fields of mental health, trauma informed care, substance use and homelessness
- Work closely with mental health agencies, primary care physicians and clinics, substance use treatment centers, to ensure clients' clinical needs are being met
- Maintain and uphold agency mission statement, values, policies and procedures
- Maintain appropriate boundaries; and adhere to SSG's Code of Ethics and HOPICS' Core Values.
- Represent the Agency in a professional manner at meetings and community events.
- Maintain files/records on client services in compliance with HIPAA & CFR42 and other funding requirements for auditing purposes.
- Regular attendance required
- Other duties as needed.

Secondary Functions

Perform duties as assigned by the Associate Director of Behavioral Health and or the Division Director as needed.

## Minimum Qualifications - Knowledge, Skills and Abilities Required

- Doctorate or master's degree in social work, Marriage and Family Therapy, or a related field from an accredited college or university including supervised fieldwork experience; Professional Licensure according to Board of Behavioral Sciences; Appropriate license to practice in the State of California is required.
  - 5 years or more experience with severe and persistent mental illness and working with homeless services
  - 2-5 years clinical experience supervising interns for DMH, DHS contracted agency, or directly for DMH
  - **California Driver License**, Proof of Car Insurance, Reliable transportation,
  - Ability to organize and manage multiple priorities,
  - Experienced on Microsoft Word and Excel
  - If in recovery, a minimum of three (3) years of being drug and alcohol free is **MANDATORY**.
  - Ability to work with clients from diverse cultural, ethnic, and socio-economic backgrounds.
  - Verification of Employment Eligibility and Background Check.
  - Ability to communicate effectively, both written and orally.
  - Ability to work with homeless clients with chronic physical and behavioral impairments
  - Licensed clinician with current license in good standing (LCSW, or LMFT)
  - Overtime, holiday, or weekend work may be required.
  - Knowledge of SPA 6 homeless landscape
  - Familiar with DMH, DHS, DSM-V, Drug Medi-Cal
- ❖ Supervisory Responsibilities
- Supervise MSW/MFT's, Student Interns, Case managers, Counselors
  - Assigns Relias Trainings
  - Administration Duties
  - Approve Time sheets
- ❖ Environmental Conditions (Working Conditions)
- The environment for this position is office and field based.
  - Must be able to work in an environment with many priorities, busy, and fast paced.
  - Must be able to problem solve, adapt to changes that are unpredictable.
  - Must be able to work with highly aggressive clients.
  - Must be able to work in various shelters environments.
  - Exposed to highly aggressive clients: must communicate too many sources including courts and outside community agencies: sometimes noisy, loud and disruptive clients
- ❖ Physical Requirements
- In the course of performing this job, the incumbent typically spends time sitting, standing, walking, speaking, thinking, listening, **driving** and carrying (20lbs). Must sit at computer for data entry and reports: sometimes spend time driving and walking and carrying equipment/files/charts. Assisting client with moving their personal belongings. Speak to staff inside and outside agencies in public meetings and Provider Meetings. Represent the Agency in a professional and positive manner
- ❖ Mental Requirements
- Able to manage uncontrollable changes in priorities/work schedules
  - Relate to other people beyond giving and receiving instructions
  - Able to respond appropriately to exposure to inappropriate behavior and language of others.
  - Must be able to handle any/all of the following: interruptions, changes in priorities/work schedules; be able to process information, think creatively, and conceptualize complex tasks; communicate clearly and effectively.
  - Perform simple, repetitive, complex or varied tasks
  - Comprehend and follow instructions
  - Maintain work pace appropriate to given work load
  - Relate to other people beyond giving and receiving instructions
  - Effectively influence people on a consistent basis
  - Make generalizations, evaluations or decisions without immediate supervision
  - Accept and carry out responsibility for direction, control, and planning
  - Communicate information to callers; Research material to answer caller's questions; Respond cheerfully to callers

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Please email your resume to:

[jobs@hopics.org](mailto:jobs@hopics.org)

Please include the following:

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1. Cover Letter
  2. Resume
  3. Copy of BBS registration/license

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