

Greater Columbia Behavioral Health Job Description

Job Title: Substance Use Disorder (SUD) Program Specialist
Department: Administration
Reports To: Co-Director/QM
FLSA Status: Exempt
Prepared By: GCBH Office
Prepared Date: May 2021
Approved By: Executive Committee
Salary Grade: 20
Approved Date: July 1, 2021

SUMMARY

The purpose of the Substance Use Disorder (SUD) Program Specialist is to serve as the SUD regional administrator for the recovery navigator program, providing services for the Greater Columbia Behavioral Health BH-ASO service region. Recovery navigator program services are provided to youth and adults with behavioral health conditions who are referred from diverse sources.

Successful performance in this role requires a comprehensive knowledge of statutory and contractual requirements, an understanding of the mental health and substance use disorders (SUD) and crisis system, familiarity with resources available throughout the ASO area, and the ability to cultivate and maintain productive working relationships with individuals at all levels within the many organizations involved in delivering services to GCBH consumers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for the oversight of the regional recovery navigator program.
- Assures contract compliance of contracted navigator programs.
- Gathers, tracks, and compiles statistical data. Creates and assists with preparing standard and specialized reports, presentation, and charts.
- May prepare information for or present to advisory boards, governing board, or other community meetings.
- Investigates and resolves administrative problems related to contract required service delivery. Responds to inquiries from internal and external sources, produces written and verbal reports on administrative and policy subjects, as assigned.
- Assists and collaborates with agencies, providers and other stakeholders through committees, workgroups, consultations and audits to maintain good relations and achieve optimum outcomes for services and contract requirements.
- Participates in program audits.

- Monitors scope, intensity, and duration of services providers through utilization review. Develops reports and other data tracking methods to effectively monitor systems and outcomes.
- Provides clinical and administrative technical assistance to provider agencies to facilitate services, compliance with contracts and quality service to consumers.
- Participates in the development of policy and procedures to reflect state and federal requirements.
- Performs professional and technical work in the administration and planning of Behavioral Health treatment, and aftercare services
- Provides clinical and/or technical assistance to Behavioral Health treatment provider agencies to facilitate services, comply with contracts, and ensure quality service delivery to consumers.
- Provides information upon request to consumers and providers about Notice of Adverse Benefit Determination and Notice of Action letters and inquires about authorization process, including the process for filing a grievance.
- Submits quarterly reports to Health Care Authority and other required deliverables.
- Performs other duties as assigned.

ADDITIONAL DUTIES MAY INCLUDE

- May serve as a resource to the GCBH **ASO** Network Providers and to Allied Systems relative to serving GCBH RSA consumers and accessing resources, particularly those that are difficult to access, are not local to a Network Provider, or are unfamiliar to a Provider.
- May serve as a liaison between GCBH ASO Network Providers and other entities, facilitating and trouble-shooting as needed to obtain the resources required for a specific consumer, particularly in situations involving consumers with complex care needs and/or in situations requiring special knowledge of a resource and its placement processes.
- May serves as a backup to be a liaison between GCBH ASO, HCA, MCO's and ASO Network Crisis providers ensuring implementation of the Involuntary Treatment Act is in accordance with RCW 71.05, RCW 71.34, RCW 10.77, WAC 388-856, and WAC 388-877.
- May serve as a backup to assists with Utilization Management such as; Tracking consumers admitted to residential treatment facilities, facilitating and ensuring active and timely communication between the inpatient treatment teams and the GCBH ASO network providers, to assure that the most appropriate lengths of stay is provided and that a seamless transition to an appropriate level of care is accomplished. Provide consultation and direction in the more complex treatment and discharge planning processes. As needed, facilitate the involvement of Allied Systems in discharge planning and provide input to service authorization decisions.
- May assist in research, analyzes, and assists in developing contracts and program recommendations in conjunction with social service agencies, community members, and elected officials.-

SUPERVISORY RESPONSIBILITIES

N/A

EDUCATION , LICENSES, EXPERIENCE, CERTIFICATES, AND OTHER REQUIREMENTS:

- Bachelor's degree in psychology, social work, or public administration or other closely related field required. Masters preferred.
- Washington State licensure as SUDP or SUDP-T Required
- A person with a master's degree or further advanced degree in counseling or one of the social sciences from an accredited college or university. Such person shall have, in addition, at least two years of experience in direct treatment of persons with mental illness or emotional disturbance, such experience gained under the supervision of a mental health professional.
- Preferred Mental Health Professional, as defined by Washington State – Not required
- At least two years of experience in a role substantially like that described in this document is required.
- Experience with contract management preferred.
- Must be able to pass required background checks as required
- Current Washington State Driver's License, proof of insurance, and satisfactory drivers record required.
- Ability to utilize a personal computer with applicable software to successfully perform essential job functions of the position including word processing, spread sheet, analysis, information retrieval, and tracking.
- Prior experience working in the public, community behavioral health system.

DESIRED SKILLS AND ABILITIES:

- Experience working with contracted providers and coordination with varied agency partners. Experience with contract monitoring and analyzing and addressing quality issues
- Familiarity and knowledge of best practices for alcohol/drug abuse treatment and prevention programs, mental health and developmental disabilities programs as well as with local social service agencies.
- Strong written and verbal communication skills, as well the ability to work with people of diverse backgrounds and/or cultures.
- Ability to foster collaboration and teamwork with program participants, other staff, law enforcement, County Corrections Facility staff and outside agencies.
- Ability to accurately meet documentation requirements, in a timely fashion.
- Ability to respectfully manage differences, opposing perspectives, opinions and interests.
- Ability to remain flexible and adaptable to change.

- Knowledge of chemical dependency treatment systems and programs in state and county governments
- Understanding of the continuum of care in substance abuse
- Knowledge of pertinent RCW's and WAC's
- Ability to review and write Policies and Procedures as it pertains to RCW's and WAC's
- Knowledge of research techniques essential to program needs assessment and planning.
- Ability to facilitate work groups and maintain effective community group relationships
- Ability to write clear and concise proposals, reports, correspondence, and other related work
- Ability to plan and perform work independently
- Knowledge of long and short range program development
- Knowledge of resource management issues
- Ability to communicate and negotiate effectively among diverse interests and groups
- Must comply with applicable standards and guidelines, DSHS regulations, SB 6312 guidance, and standards for professional counselor ethics and behavior

Adheres to the GCBH Code of Conduct.