

**RESOLUTION TO AMEND FISCAL YEAR 2019-2020 POSITION ALLOCATION
FOR PLUMAS COUNTY BEHAVIORAL HEALTH DEPARTMENT #70570**

WHEREAS, Plumas County Personnel Rule 5.01 provides amendments to be made by resolution of the Fiscal Year 2019/2020 Position Allocation covering all positions in the County service; and

WHEREAS, amending the job descriptions for the Behavioral Health Case Management Specialist – Senior and the Behavioral Health Quality Assurance Coordinator are necessary in the daily operational needs of the Behavioral Health department; and

WHEREAS, this request was brought to the attention of the Human Resources Director who is now requesting approval of this resolution to amend the 2019-2020 Position Allocation and Job Classification Plan with these revised job classifications; and

NOW, THEREFORE BE IT RESOLVED by the Plumas County Board of Supervisors as follows:

Approve the amendment to the Fiscal Year 2019/2020 job classification plan for the following positions:

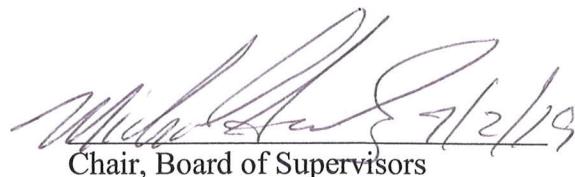
Behavioral Health Case Management Specialist – Senior, Range 2397
Behavioral Health Quality Assurance Coordinator, Range 2652

The foregoing Resolution was duly passed and adopted by the Board of Supervisors of the County of Plumas, State of California, at a regular meeting of said Board on the 2nd day of July, 2019 by the following vote:

AYES: Supervisors: SIMPSON, THRALL, GOSS, ENGEL, SANCHEZ

NOES: Supervisors: NONE

ABSENT: Supervisors: NONE


Michael J. Thrall
7/2/19
Chair, Board of Supervisors


Clerk, Board of Supervisors

PLUMAS COUNTY

REVISED: 05/2018

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BEHAVIORAL HEALTH CASE MANAGEMENT SPECIALIST - SENIOR**DEFINITION**

Under direct clinical supervision of a licensed clinical professional, provides case management services to individuals suffering from a mental illness, a comorbid substance use disorder, or children with complex needs and a varied range of problems, with primary responsibilities as an outpatient substance abuse use counselor in various program settings; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This is the journey-level of the Behavioral Health Specialist series. It is distinguished from the Behavioral Health Specialist II classification in that incumbents are certified as an alcohol and other drug counselor with one of the State-approved certifying bodies in addition to having advanced work experience in a County Health and Human Services Department and/or education beyond that required of Behavioral Health Specialist II. Incumbents provide direct services to adults, children, individuals, families and groups, including working with the collaborative drug court team and participants. Services include assessments, crisis intervention, counseling, case management, referrals, treatment plan adherence, evaluation, plan development, placement services, assistance in daily living, access to health services, client health and wellness advocacy, and documentation in electronic health records.

REPORTS TO

Supervising Behavioral Health Specialist; Mental Health Clinical Specialist; Behavioral Health Clinical Specialist; Division Director – Behavioral Health.

CLASSIFICATIONS DIRECTLY SUPERVISED

None.

BEHAVIORAL HEALTH CASE MANAGEMENT SPECIALIST- SENIOR – 2

EXAMPLES OF DUTIES

- Participates in treatment team, staff, and professional meetings to discuss client treatment and progress.
- May provide drug and alcohol counseling and crisis intervention services to individuals, families, and groups; manages the more difficult cases as assigned, including dual and multi-diagnosed disorders (i.e. mental illness, HIV, or other acute/chronic medical conditions).
- Conducts group sessions dealing with drug/alcohol education and communication, parenting, life skills, relapse prevention, coping and relaxation skills.
- Provides information and referrals for appropriate services provided through other Health and Human Service Agency departments and other community agencies as needed.
- Provides pre-sentence evaluations and treatment recommendations for criminal justice agencies.
- Interviews clients, families and significant others to evaluate clients' strengths, needs, and resources.
- Conducts assessments to determine the level of social impairment due to physical and mental health problems, self-care potential, support network availability, adequacy of living arrangements, financial status, employment status, and potential training needs.
- Negotiates treatment objectives with the client or his/her legally authorized representative.
- Develops a written, comprehensive, individual service plan (ISP), which specifies the treatment, service activities, and assistance needed to accomplish negotiated objectives.
- Interviews the clients and others at the onset of a crisis to provide support and assistance in problem resolution, and to coordinate or arrange for the provision of other needed services.
- Assesses the adequacy and appropriateness of client living arrangements, and assists in securing alternative living arrangements when needed.
- Assists the client on a regular basis in developing or maintaining the skills needed to achieve the goals of the client's service plan, including the use of psychiatric, medical, and dental services, guidance in money management, and the use of educational, socialization, rehabilitation and other social services.
- Identifies, assesses and mobilizes resources to meet client's needs, including advocating and intervening for the client with social security, welfare and health departments, the justice system, etc.
- Participates in diagnostic and evaluative staff conferences for cooperative planning and treatment; consults with professional staff regarding specific clients.
- Attends appropriate staff and in-service meetings and training sessions.
- Prepares and maintains accurate reports and client case records.
- Provides personal assistance for clients in securing and maintaining housing, food, and clothing.

BEHAVIORAL HEALTH CASE MANAGEMENT SPECIALIST- SENIOR – 3

EXAMPLES OF DUTIES – CONTINUED

- Assists clients with the development of independent living skills.
- Performs services/referrals, focusing on finding appropriate alternatives to acute inpatient hospital care.
- Facilitates social skill development and socialization activities as determined by client needs, interest, and abilities.
- Develops prevocational and vocational service referrals to a variety of employment programs.
- Develops and evaluates therapeutic social and recreational activities for clients.
- Works with community service and other government agencies.
- Participates in planning, development, and evaluation sessions for clients.
- Travels extensively in the performance of services.
- May develop and conduct educational groups.
- Provides client transportation to and from program activities
- Performs a variety of support assignments.
- Participates in Quality Assurance (QA); Quality Improvement (QI); and Utilization Review (UR).
- Compliance with all provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- Compliance with all relevant laws and regulations regarding confidentiality, including CFR 42.
- Exhibits counselor competency.
- Under the supervision of a licensed clinician, participates or assists with the following activities:
 - Substance abuse groups
 - Intakes and Assessments
 - Treatment Planning
 - Chart Updates

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is usually performed in an office environment; some work is performed outside; extensive local travel; some exposure to communicable diseases; continuous contact with staff and the public.

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BEHAVIORAL HEALTH CASE MANAGEMENT SPECIALIST- SENIOR – 4

DESIRABLE QUALIFICATIONS

Knowledge of:

- Policies, rules, laws and regulations of the Plumas County Behavioral Health Department, Federal, State and local governments regarding alcohol/drug abuse and treatment.
- Theories and causes of drug and alcohol dependence.
- Psychological and sociological aspects, characteristics, and needs of mentally and emotionally disturbed individuals.
- Client's legal rights.
- Basic knowledge of principles, procedures, techniques, and trends of providing therapeutic and counseling services for behavioral health clients.
- Guidelines, procedures, laws, regulations, and requirements for securing basic support services for clients.
- Social aspects and characteristics of mental and emotional disturbances and substance use disorders.
- Culturally and linguistically appropriate services and how they influence agency practices.
- Scope and availability of community resources and services, including other health and social service agencies.
- Computer and time management skills.

Ability to:

- Analyze drug/alcohol abuse related emotional/behavioral disorders and carry out effective treatment plans.
- Perform group counseling.
- Evaluate the effectiveness of drug/alcohol abuse programs.
- Develop and maintain the confidence and cooperation of substance abuse and mentally and emotionally disturbed clients, their families and other significant care providers.
- Analyze situations accurately, make decisions and take effective action.
- Work with socially or economically disadvantaged individuals.
- Coordinate or perform a variety of behavioral health client facilitation and support services.
- Organize and coordinate activities with minimal supervision.
- Assist with the development and implementation of treatment plans.
- Maintain the confidentiality of client information.
- Communicate effectively, both orally and in writing.
- Prepare clear, relevant and accurate reports.
- Effectively represent the Behavioral Department in contacts with clients and the public.
- Establish and maintain effective working relationships with staff, other agencies,

BEHAVIORAL HEALTH CASE MANAGEMENT SPECIALIST- SENIOR – 5

- and the public.
- Maintain electronic health records.

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TRAINING AND EXPERIENCE

Bachelor's degree in Social Work, Social Sciences, Psychology, Human Development or related field plus two (2) years of experience with providing or coordinating direct patient or client contact work in a mental health, alcohol and drug, medical, or human services setting.

OR

Associate's degree or equivalent coursework in Social Work, Social Sciences, Psychology, Human Development or related field plus four (4) years of experience with providing or coordinating direct patient or client contact work in a mental health, alcohol and drug, medical, or human services setting;

OR

Possession of Six (6) years of experience with providing or coordinating direct patient or client contact work in a mental health, alcohol and drug, medical, or human services setting, at least three (3) of which were at the level of Behavioral Health Specialist II;

OR

Requires possession of a valid California Drug/Alcohol Counselor Certification from an organization accredited by the National Commission for Certifying Agencies (NCAA) to register and certify Alcohol and Other Drug (AOD) Counselors in California.

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Must complete periodic continuing education coursework as required to maintain active certification.

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SPECIAL REQUIREMENTS

Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California Driver's License must be maintained throughout employment.

Must possess or be willing to obtain a national provider identifier (NPI).

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

Moved up [1]: Requires possession of a valid California Drug/Alcohol Counselor Certification from an organization accredited by the National Commission for Certifying Agencies (NCAA) to register and certify Alcohol and Other Drug (AOD) Counselors in California.¶

¶ Must complete periodic continuing education coursework as required to maintain active certification.¶

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DISTINGUISHING CHARACTERISTICS

This is the journey-level of the Behavioral Health Specialist series. It is distinguished from the Behavioral Health Specialist II classification in that incumbents are certified as an alcohol and other drug counselor with one of the State-approved certifying bodies in addition to having advanced work experience in a County Health and Human Services Department and/or education beyond that required of Behavioral Health Specialist II. Incumbents provide direct services to adults, children, individuals, families and groups, including working with the collaborative drug court team and participants. Services include assessments, crisis intervention, counseling, case management, referrals, treatment plan adherence, evaluation, plan development, placement services, assistance in daily living, access to health services, client health and wellness advocacy, and documentation in electronic health records.

REPORTS TO

Supervising Behavioral Health Specialist; Mental Health Clinical Specialist; Behavioral Health Clinical Specialist; Division Director – Behavioral Health.

CLASSIFICATIONS DIRECTLY SUPERVISED

None.

BEHAVIORAL HEALTH CASE MANAGEMENT SPECIALIST- SENIOR – 2

EXAMPLES OF DUTIES

- Participates in treatment team, staff, and professional meetings to discuss client treatment and progress.
- May provide drug and alcohol counseling and crisis intervention services to individuals, families, and groups; manages the more difficult cases as assigned, including dual and multi-diagnosed disorders (i.e. mental illness, HIV, or other acute/chronic medical conditions).
- Conducts group sessions dealing with drug/alcohol education and communication, parenting, life skills, relapse prevention, coping and relaxation skills.
- Provides information and referrals for appropriate services provided through other Health and Human Service Agency departments and other community agencies as needed.
- Provides pre-sentence evaluations and treatment recommendations for criminal justice agencies.
- Interviews clients, families and significant others to evaluate clients' strengths, needs, and resources.
- Conducts assessments to determine the level of social impairment due to physical and mental health problems, self-care potential, support network availability, adequacy of living arrangements, financial status, employment status, and potential training needs.
- Negotiates treatment objectives with the client or his/her legally authorized representative.
- Develops a written, comprehensive, individual service plan (ISP), which specifies the treatment, service activities, and assistance needed to accomplish negotiated objectives.
- Interviews the clients and others at the onset of a crisis to provide support and assistance in problem resolution, and to coordinate or arrange for the provision of other needed services.
- Assesses the adequacy and appropriateness of client living arrangements, and assists in securing alternative living arrangements when needed.
- Assists the client on a regular basis in developing or maintaining the skills needed to achieve the goals of the client's service plan, including the use of psychiatric, medical, and dental services, guidance in money management, and the use of educational, socialization, rehabilitation and other social services.
- Identifies, assesses and mobilizes resources to meet client's needs, including advocating and intervening for the client with social security, welfare and health departments, the justice system, etc.
- Participates in diagnostic and evaluative staff conferences for cooperative planning and treatment; consults with professional staff regarding specific clients.
- Attends appropriate staff and in-service meetings and training sessions.
- Prepares and maintains accurate reports and client case records.
- Provides personal assistance for clients in securing and maintaining housing, food, and clothing.
- Assists clients with the development of independent living skills.
- Performs services/referrals, focusing on finding appropriate alternatives to acute inpatient hospital care.
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BEHAVIORAL HEALTH CASE MANAGEMENT SPECIALIST- SENIOR – 3

EXAMPLES OF DUTIES - Continued

- Facilitates social skill development and socialization activities as determined by client needs, interest, and abilities.
- Develops prevocational and vocational service referrals to a variety of employment programs.
- Develops and evaluates therapeutic social and recreational activities for clients.
- Works with community service and other government agencies.
- Participates in planning, development, and evaluation sessions for clients.
- Travels extensively in the performance of services.
- May develop and conduct educational groups.
- Provides client transportation to and from program activities
- Performs a variety of support assignments.
- Participates in Quality Assurance (QA); Quality Improvement (QI); and Utilization Review (UR).
- Compliance with all provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- Compliance with all relevant laws and regulations regarding confidentiality, including CFR 42.
- Exhibits counselor competency.
- Under the supervision of a licensed clinician, participates or assists with the following activities:
 - Substance abuse groups
 - Intakes and Assessments
 - Treatment Planning
 - Chart Updates

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is usually performed in an office environment; some work is performed outside; extensive local travel; some exposure to communicable diseases; continuous contact with staff and the public.

BEHAVIORAL HEALTH CASE MANAGEMENT SPECIALIST- SENIOR – 4

DESIRABLE QUALIFICATIONS

Knowledge of:

- Policies, rules, laws and regulations of the Plumas County Behavioral Health Department, Federal, State and local governments regarding alcohol/drug abuse and treatment.
- Theories and causes of drug and alcohol dependence.
- Psychological and sociological aspects, characteristics, and needs of mentally and emotionally disturbed individuals.
- Client's legal rights.
- Basic knowledge of principles, procedures, techniques, and trends of providing therapeutic and counseling services for behavioral health clients.
- Guidelines, procedures, laws, regulations, and requirements for securing basic support services for clients.
- Social aspects and characteristics of mental and emotional disturbances and substance use disorders.
- Culturally and linguistically appropriate services and how they influence agency practices.
- Scope and availability of community resources and services, including other health and social service agencies.
- Computer and time management skills.

Ability to:

- Analyze drug/alcohol abuse related emotional/behavioral disorders and carry out effective treatment plans.
- Perform group counseling.
- Evaluate the effectiveness of drug/alcohol abuse programs.
- Develop and maintain the confidence and cooperation of substance abuse and mentally and emotionally disturbed clients, their families and other significant care providers.
- Analyze situations accurately, make decisions and take effective action.
- Work with socially or economically disadvantaged individuals.
- Coordinate or perform a variety of behavioral health client facilitation and support services.
- Organize and coordinate activities with minimal supervision.
- Assist with the development and implementation of treatment plans.
- Maintain the confidentiality of client information.
- Communicate effectively, both orally and in writing.
- Prepare clear, relevant and accurate reports.
- Effectively represent the Behavioral Department in contacts with clients and the public.
- Establish and maintain effective working relationships with staff, other agencies, and the public.
- Maintain electronic health records.

BEHAVIORAL HEALTH CASE MANAGEMENT SPECIALIST- SENIOR – 5

TRAINING AND EXPERIENCE

Bachelor's degree in Social Work, Social Sciences, Psychology, Human Development or related field plus two (2) years of experience with providing or coordinating direct patient or client contact work in a mental health, alcohol and drug, medical, or human services setting.

OR

Associate's degree or equivalent coursework in Social Work, Social Sciences, Psychology, Human Development or related field plus four (4) years of experience with providing or coordinating direct patient or client contact work in a mental health, alcohol and drug, medical, or human services setting;

OR

Possession of Six (6) years of experience with providing or coordinating direct patient or client contact work in a mental health, alcohol and drug, medical, or human services setting, at least three (3) of which were at the level of Behavioral Health Specialist II;

OR

Requires possession of a valid California Drug/Alcohol Counselor Certification from an organization accredited by the National Commission for Certifying Agencies (NCAA) to register and certify Alcohol and Other Drug (AOD) Counselors in California.

Must complete periodic continuing education coursework as required to maintain active certification.

SPECIAL REQUIREMENTS

Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California Driver's License must be maintained throughout employment.

Must possess or be willing to obtain a national provider identifier (NPI).

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

PLUMAS COUNTY

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BEHAVIORAL HEALTH QUALITY ASSURANCE COORDINATOR**DEFINITION**

Under general direction of the Behavioral Health Quality Improvement / Compliance Director, to assist with intake, utilization review, chart audits, remedial training and therapist support. This position will support the Behavioral Health programs with coordinating and implementation of quality management functions, including utilization review, quality assurance and continuous quality improvement and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a specialized classification responsible for supporting the quality assurance division for overseeing the quality of care for the clientele of the Behavioral Health Department. As a fully licensed Senior Behavioral Health Therapist position within the Behavioral Health Department, the incumbent will be responsible for all assessments of new clients that are referred to the Behavioral Health Department. This position is responsible for assuring that all clients are seen, assessed, diagnosed and that a treatment plan is done immediately in order to begin treatment and billing. This position will also monitor all case notes prepared by all therapists to ensure proper compliance with Medic-Cal standards. The incumbent will provide mental health and drug/alcohol services to emotionally disturbed children, adults and families. Incumbent may provide supervision and provision of crisis intervention services, which include 24/7 on call ability.

REPORTS TO

Behavioral Health Quality Improvement / Compliance Manager, Behavioral Health Director, or Deputy Director.

CLASSIFICATIONS DIRECTLY SUPERVISED

Behavioral Health Clinical Records Specialist on as needed basis.

BEHAVIORAL HEALTH QUALITY ASSURANCE COORDINATOR - 2

EXAMPLES OF DUTIES

- Performs intake assessments and evaluation of individuals with mental health and alcohol and drug problems; and individuals with co-occurring disorders.
- Provides intakes referrals for appropriate mental health and alcohol and substance abuse treatment models in collaboration with individuals served.
- This position is designated department representative for working with regulators, auditors, quality program representatives, County HIPAA Officer, and with peers in state NorQIC and regional groups.
- Work with the Behavioral Health Quality Improvement / Compliance Director in development of protocols, policies and procedures.
- Assist with the development of and completion of staff trainings related to quality service; such trainings would include at a minimum, DMH and federal laws and regulations, HIPAA, Integrity Compliance and Cultural Competency.
- Monitor and seek resolution of Client grievances, unless conflict of interest due to intake process.
- Provide feedback to staff on operational procedures of clinical services.
- Participate in Mental Health Advisory Commission as needed.
- Responsible for scheduling and holding meetings, facilitate the agenda, record minutes and maintain archive of records for the following projects Quality Assurance Community Meetings, Doctor Quality Assurance meetings, Project Improvement Programs (PIPs), Memorandum of Understanding (MOU) with community partners and services provision at those sites, lists of hospital contracts, client survey process, peer review process, Cultural Competency Activities.
- Maintain operations and the quality of service in compliance with regulations by reviewing all relevant regulations, policies and procedures and make recommendations for need of revisions to Behavioral Health Quality Improvement / Compliance Director.
- Collection and assessment of data for monitoring quality services and to obtain goals in areas identified for improvement, such as length of waitlists for appointments (clinicians and doctors), change of provider, access to services issues (monitor barriers-after hours, crisis services, geographic, manpower, cultural, availability of services as an alternative to emergency hospitalization, etc.).
- Assure staffs are qualified, trained appropriately, track staff licensures and certifications.
- To serve as the Compliance Officer for a number of programs of quality review, such as the HIPAA Departmental Compliance Officer, the compliance Program Officer; ensure the maintenance of client records and regulatory documents to ensure a plan for quality service is in place and that staff is following those plans.
- Conduct peer chart reviews of clients; monitor client charts for compliance to Regulations and case note records are documented with in mandated time lines to ensure accurate billing compliance.
- Assist the Behavioral Health Quality Improvement / Compliance Director in revising required plans as needed, such as the annual work plan, the DMH contract, the cultural competency plan.

BEHAVIORAL HEALTH QUALITY ASSURANCE COORDINATOR - 3

Example of Duties continued:

- Perform clinical on-call and clinician of the day duties.
- To remain current with the practice and licensing and the direct provisions of quality clinical service.
- Authorized to serve as the reviewer and approver to authorization for client services out of county.
- Ensure that individuals in placement have access to mental health services.
- Ensure follow-up care after discharge from inpatient facilities.
- Maintains an awareness of mental health and alcohol and drug counseling methodologies.
- Provides crisis intervention and assessment for individuals with primary mental health diagnosis, primary alcohol and substance abuse diagnosis; and individuals with co-occurring disorders.
- Prepares case histories and maintains up to date patient records including session notes documented within the 72 hours requirement.
- Makes referrals to, and receive referrals from appropriate professionals or outside agencies.
- Participates in the assessment of client needs and consults with others in developing therapeutic goals and objectives.
- Participates in mental health and alcohol and drug education program, conferences and community programs.
- Attends training conferences relevant to current mental health alcohol and drug and co-occurring disorders.
- Performs community outreach and education assignments.
- Participates in the emergency "on-call" system on a rotating basis.
- Operates a personal computer and effectively utilizes an electronic health records system.
- Conducts recovery activities, case management, and completes related work as required.
- Understands State and Federal laws regarding privacy, confidentiality and security.
- Provide supervision to assigned staff.
- Participates in, and/or actively provides behavioral health education programs, conferences and community programs.
- Actively participates in collaboration with community groups and agencies.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move object weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

BEHAVIORAL HEALTH QUALITY ASSURANCE COORDINATOR – 4

TYPICAL WORKING CONDITIONS

Work is usually performed in an office or community environment; continuous contact with staff and the public. Crisis intervention services may require working in a hospital setting or County jail. This position requires routine driving throughout the county and occasional driving outside the county to various sites.

DESIRABLE QUALIFICATIONS

KNOWLEDGE OF

- State, Federal, and local laws, regulations, and requirements for the provision of mental health services and programs.
- Principles of community organization, community based programs and agency coordination.
- Principles and practices of public relations
- Modern office procedures, including preparation of charts, agendas, modern office procedures, including preparation of minutes, mailing lists, and desktop publishing.
- Principles and methods of financial record keeping and reporting.
- Current practices and techniques in psychotherapeutic treatment.
- The scope and activities of public and private agencies in the mental health field.
- Quality Assurance practices and standards.
- Problem solving skills.

ABILITY TO

- Analyze case information and reach sound diagnostic and treatment decisions.
- Maintain composure and awareness during crisis interventions.
- Prepare clear, relevant and accurate reports.
- Develop and disperse and present educational and training information.
- Develop and present public presentations.
- Enforce Quality Assurance Standards.
- Interpret and apply complex mental health program rules, regulations and policies.
- Effectively represent the Mental Health Department in contacts with clients and the public.
- Establish and maintain effective working relationships with staff, other agencies, and the public.
- Communicate effectively orally and in writing.
- Follow oral and written instructions,
- Prepare, maintain, organize, and analyze a variety of information and data.
- Maintain confidentiality of information as warranted.
- Survey and/or interview a variety of people.

BEHAVIORAL HEALTH QUALITY ASSURANCE COORDINATOR – 5

TRAINING AND EXPERIENCE

Required qualifications for this position:

- Possession of a Master's Degree in Social Work, Psychology, Counseling, Psychiatric Nursing or appropriate related field, received from an accredited institution.
- Possession of a license as an Licensed Clinical Social Worker (LCSW), or Licensed Marriage and Family Therapist (LMFT), Licensed Professional Clinical Counselor (LPCC), issued by the California State Board of Behavioral Science Examiners or other qualified license as per regulation associated with the recovery of Federal and State for the Quality assurance activities or Registered Associate according to Board of Behavioral Sciences effective January 1, 2018 for Title changes.
- Two (2) years of post-licensure experience preferred in a mental or behavior health setting, to include experience in a Community Mental or Behavior Health Clinic and supervision of staff.

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SPECIAL REQUIREMENTS

Possession of certification to serve as a supervisor of interns and to continually maintain any ongoing requirements imposed by the applicable licensing board to keep the supervisor certification active and in good standing, preferred.

Possession of a valid California Alcohol and Other Drug Counselor Certification from an organization accredited by the National Commission for Certifying Agencies (NCCA) to register and certify Alcohol and Other Drug (AOD) Counselors in California, preferred.

Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California Driver's License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

BEHAVIORAL HEALTH QUALITY ASSURANCE COORDINATOR**DEFINITION**

Under general direction of the Behavioral Health Quality Improvement / Compliance Director, to assist with intake, utilization review, chart audits, remedial training and therapist support. This position will support the Behavioral Health programs with coordinating and implementation of quality management functions, including utilization review, quality assurance and continuous quality improvement and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a specialized classification responsible for supporting the quality assurance division for overseeing the quality of care for the clientele of the Behavioral Health Department. As a fully licensed Senior Behavioral Health Therapist position within the Behavioral Health Department, the incumbent will be responsible for all assessments of new clients that are referred to the Behavioral Health Department. This position is responsible for assuring that all clients are seen, assessed, diagnosed and that a treatment plan is done immediately in order to begin treatment and billing. This position will also monitor all case notes prepared by all therapists to ensure proper compliance with Medic-Cal standards. The incumbent will provide mental health and drug/alcohol services to emotionally disturbed children, adults and families. Incumbent may provide supervision and provision of crisis intervention services, which include 24/7 on call ability.

REPORTS TO

Behavioral Health Quality Improvement / Compliance Manager, Behavioral Health Director, or Deputy Director

CLASSIFICATIONS DIRECTLY SUPERVISED

Behavioral Health Clinical Records Specialist on as needed basis.

BEHAVIORAL HEALTH QUALITY ASSURANCE COORDINATOR - 2

EXAMPLES OF DUTIES

- Performs intake assessments and evaluation of individuals with mental health and alcohol and drug problems; and individuals with co-occurring disorders.
- Provides intakes referrals for appropriate mental health and alcohol and substance abuse treatment models in collaboration with individuals served.
- This position is designated department representative for working with regulators, auditors, quality program representatives, County HIPAA Officer, and with peers in state NorQIC and regional groups.
- Work with the Behavioral Health Quality Improvement / Compliance Director in development of protocols, policies and procedures.
- Assist with the development of and completion of staff trainings related to quality service; such trainings would include at a minimum, DMH and federal laws and regulations, HIPAA, Integrity Compliance and Cultural Competency.
- Monitor and seek resolution of Client grievances, unless conflict of interest due to intake process.
- Provide feedback to staff on operational procedures of clinical services.
- Participate in Mental Health Advisory Commission as needed.
- Responsible for scheduling and holding meetings, facilitate the agenda, record minutes and maintain archive of records for the following projects Quality Assurance Community Meetings, Doctor Quality Assurance meetings, Project Improvement Programs (PIPs), Memorandum of Understanding (MOU) with community partners and services provision at those sites, lists of hospital contracts, client survey process, peer review process, Cultural Competency Activities.
- Maintain operations and the quality of service in compliance with regulations by reviewing all relevant regulations, policies and procedures and make recommendations for need of revisions to Behavioral Health Quality Improvement / Compliance Director.
- Collection and assessment of data for monitoring quality services and to obtain goals in areas identified for improvement, such as length of waitlists for appointments (clinicians and doctors), change of provider, access to services issues (monitor barriers-after hours, crisis services, geographic, manpower, cultural, availability of services as an alternative to emergency hospitalization, etc.).
- Assure staffs are qualified, trained appropriately, track staff licensures and certifications.
- To serve as the Compliance Officer for a number of programs of quality review, such as the HIPAA Departmental Compliance Officer, the compliance Program Officer; ensure the maintenance of client records and regulatory documents to ensure a plan for quality service is in place and that staff is following those plans.
- Conduct peer chart reviews of clients; monitor client charts for compliance to Regulations and case note records are documented with in mandated time lines to ensure accurate billing compliance.
- Assist the Behavioral Health Quality Improvement / Compliance Director in revising required plans as needed, such as the annual work plan, the DMH contract, the cultural competency plan.

BEHAVIORAL HEALTH QUALITY ASSURANCE COORDINATOR - 3

Example of Duties continued:

- Perform clinical on-call and clinician of the day duties.
- To remain current with the practice and licensing and the direct provisions of quality clinical service.
- Authorized to serve as the reviewer and approver to authorization for client services out of county.
- Ensure that individuals in placement have access to mental health services.
- Ensure follow-up care after discharge from inpatient facilities.
- Maintains an awareness of mental health and alcohol and drug counseling methodologies.
- Provides crisis intervention and assessment for individuals with primary mental health diagnosis, primary alcohol and substance abuse diagnosis; and individuals with co-occurring disorders.
- Prepares case histories and maintains up to date patient records including session notes documented within the 72 hours requirement.
- Makes referrals to, and receive referrals from appropriate professionals or outside agencies.
- Participates in the assessment of client needs and consults with others in developing therapeutic goals and objectives.
- Participates in mental health and alcohol and drug education program, conferences and community programs.
- Attends training conferences relevant to current mental health alcohol and drug and co-occurring disorders.
- Performs community outreach and education assignments.
- Participates in the emergency “on-call” system on a rotating basis.
- Operates a personal computer and effectively utilizes an electronic health records system.
- Conducts recovery activities, case management, and completes related work as required.
- Understands State and Federal laws regarding privacy, confidentiality and security.
- Provide supervision to assigned staff.
- Participates in, and/or actively provides behavioral health education programs, conferences and community programs.
- Actively participates in collaboration with community groups and agencies.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move object weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

BEHAVIORAL HEALTH QUALITY ASSURANCE COORDINATOR – 4

TYPICAL WORKING CONDITIONS

Work is usually performed in an office or community environment; continuous contact with staff and the public. Crisis intervention services may require working in a hospital setting or County jail. This position requires routine driving throughout the county and occasional driving outside the county to various sites.

DESIRABLE QUALIFICATIONS

KNOWLEDGE OF

- State, Federal, and local laws, regulations, and requirements for the provision of mental health services and programs.
- Principles of community organization, community based programs and agency coordination.
- Principles and practices of public relations
- Modern office procedures, including preparation of charts, agendas, modern office procedures, including preparation of minutes, mailing lists, and desktop publishing.
- Principles and methods of financial record keeping and reporting.
- Current practices and techniques in psychotherapeutic treatment.
- The scope and activities of public and private agencies in the mental health field.
- Quality Assurance practices and standards.
- Problem solving skills.

ABILITY TO

- Analyze case information and reach sound diagnostic and treatment decisions.
- Maintain composure and awareness during crisis interventions.
- Prepare clear, relevant and accurate reports.
- Develop and disperse and present educational and training information.
- Develop and present public presentations.
- Enforce Quality Assurance Standards.
- Interpret and apply complex mental health program rules, regulations and policies.
- Effectively represent the Mental Health Department in contacts with clients and the public.
- Establish and maintain effective working relationships with staff, other agencies, and the public.
- Communicate effectively orally and in writing.
- Follow oral and written instructions,
- Prepare, maintain, organize, and analyze a variety of information and data.
- Maintain confidentiality of information as warranted.
- Survey and/or interview a variety of people.

BEHAVIORAL HEALTH QUALITY ASSURANCE COORDINATOR – 5

TRAINING AND EXPERIENCE

Required qualifications for this position:

- Possession of a Master's Degree in Social Work, Psychology, Counseling, Psychiatric Nursing or appropriate related field, received from an accredited institution.
- Possession of a license as an Licensed Clinical Social Worker (LCSW), or Licensed Marriage and Family Therapist (LMFT), Licensed Professional Clinical Counselor (LPCC), issued by the California State Board of Behavioral Science Examiners or other qualified license as per regulation associated with the recovery of Federal and State for the Quality assurance activities or Registered Associate according to Board of Behavioral Sciences effective January 1, 2018 for Title Changes.
- Two (2) years of post-licensure experience preferred in a mental or behavior health setting, to include experience in a Community Mental or Behavior Health Clinic and supervision of staff.

SPECIAL REQUIREMENTS

Possession of certification to serve as a supervisor of interns and to continually maintain any ongoing requirements imposed by the applicable licensing board to keep the supervisor certification active and in good standing, preferred.

Possession of a valid California Alcohol and Other Drug Counselor Certification from an organization accredited by the National Commission for Certifying Agencies (NCCA) to register and certify Alcohol and Other Drug (AOD) Counselors in California, preferred.

Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California Driver's License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.