



## Position Description

**POSITION TITLE:** INTEGRATED BEHAVIORAL HEALTH SERVICES CLINICAL DIRECTOR  
**FSLA Status:** Exempt  
**REPORTS TO:** Reports to the Chief Medical Officer

### POSITION SUMMARY:

Under the general direction of the Chief Medical Officer is responsible for defining the structure and scope of the Integrated Behavioral Health Services program, providing leadership to behavioral health providers and support staff, advocating for and representing the health center to other behavioral health care providers and the community at large, and assuring the provision of quality care behavioral health to all users of the health center.

This position is a member of the Executive Management Team. In addition, s/he participates in performance improvement activities and upholds the mission and vision of RFHC in the performance of his/her work. This position is a member of the clinical team supporting PCMH standards and practices.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

*To be performed in accordance with RFHC Policies and Procedures*

- Provides direct behavioral health care to clinic's patients, participating in the center's clinician-of-the-day rotation.
- Provides direct consultation to medical and support staff on diagnostic clarification and patient care treatment plans.
- Provides case management and appropriate mental health referrals for clinic's patients.
- Assists in the developmental of goals and objectives for behavioral health staff.
- Develops and provides oversight of clinical policies and protocols for behavioral health maintenance and management.
- Provides on-going oversight of behavioral health clinical programs and implements quality improvements.
- Provides on-going behavioral health program evaluation.

### SUPERVISION OF BEHAVIORAL HEALTH STAFF:

- Assists in recruitment and retention of qualified behavioral health clinicians, psychiatry consultants, and support staff.
- Provides supervision and consultation to behavioral health clinicians, psychiatry consultants, and support staff.
- Conducts performance evaluations for providers who directly report to the IBHS clinical director, and recommends hiring or dismissal of behavioral health clinical staff.
- Has responsibility for overseeing the conduct and practices of direct behavioral health clinicians (including consultants and volunteers).
- Conducts regular one-on-one and group supervision with behavioral health clinicians, psychiatry consultants, and support staff.

- Provides training as necessary, to enhance medical providers and support staff abilities to manage behavioral health needs in a primary care environment.

**ON-GOING QUALITY ASSESSMENT:**

- Conducts peer chart reviews and provides feedback to direct reports.
- Reviews and maintains behavioral health standards to assure optimal quality of behavioral health care according to law.
- Attends and reports quality assurance (QA) activities to the Quality Board QA meeting.
- Participates in reviewing professional credentials and helps in clarifying roles and expectations of behavioral health clinical and support staff.
- Assists in problem identification, reviewing and clarifying patient care protocols, and implementing course of action to prevent decline in patient care quality.
- Identifies learning needs and seeks continuing professional development opportunities for behavioral health clinicians and support staff to enhance clinical proficiency.

**LIAISON/COORDINATION ACTIVITIES:**

- Works closely with Family Practice, Adult Medicine, Pediatrics, Women’s Health, Referral Department, Homeless Outreach Services, etc. to coordinate patient care activities.
- Works collaboratively with community agencies to maintain and improve the continuum of patient care and supports, such as El Concilio, Nuestra Casa, etc.
- Initiates, promotes, and maintains communication with external behavioral health agencies, such as the County of San Mateo’s Behavioral Health and Recovery Services Agency, Free at Last, HealthRight360, etc.
- Provides consultation to outside agencies who promote behavioral health services in the community in which the center operates.

**GENERAL ADMINISTRATION:**

- Attends and participates actively the Executive Board Meetings.
- Conducts IBHS staff meetings.
- Facilitates technical/EHR-behavioral health consultation for input of data services needs.
- Participates in grant’s objectives creation and provides data analysis suggestions and behavioral health clinical outcome reporting.
- Performs other duties as assigned by direct manager.

**QUALIFICATIONS:**

- Current and unrestricted behavioral license in the State of California, doctoral level preferred (Psy.D/Ph.D., M.D./D.O). Prescribing privileges requires DEA certification.
- At least 5 years of clinical experience in the provision of behavioral health services to a wide range of patients, with at least 2 years of experience in integrated behavioral health services settings, primary care integration preferred.
- At least 2 years of supervisory and personnel management experience.
- Advanced Life Support and Pediatric Life Support Accreditation.
- Extensive experience treating patients of different ages, cultural, and socioeconomic backgrounds.
- Bilingual in Spanish required.
- Resourceful, effective written and oral communication, diplomacy, adaptability, organizational skills.
- Self-directive, assertive, and creative in problem solving.

- Ability to work collaboratively in a multicultural environment within a multidisciplinary team and outside agencies.
- Ability to gather, interpret, and analyze data with ability to provide reports.
- Ability to multitask and operate computers efficiently.
- Strong motivation to continuously learn and improve the healthcare delivery to vulnerably communities.

### **ORGANIZATIONAL VALUES:**

**Service Orientation:** Demonstrates a commitment to serving internal and external customers. Consistently seeks ways to improve service delivery and communicates ideas to management as needed.

**Communication:** Communicates clearly, accurately, and concisely in verbal and written forms. Effectively adjusts communication to specific situations and diverse audiences to ensure information is understood.

**Teamwork:** Provides meaningful contributions and actively participates in team activities.

**Quality:** Actively participates in identifying areas for improvement and establish methods for quality improvement.

### **PHYSICAL DEMANDS AND OTHER JOB ATTRIBUTES:**

#### **MENTAL AND PHYSICAL DEMANDS:**

- Pace of Work: High stress, very rapid, and demanding
- Concentration: Constant
- Standing and Walking Time Required: At least 20% of the time
- Time Speaking and Listening: 70% - 80%

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is regularly required to sit. The employee frequently is required to walk; use hands and fingers to operate a computer keyboard, mouse and telephone keyboard, and talk or hear. The employee must occasionally bend, lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those the employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Work is generally performed in a clinic setting and office environment but may include both indoor and outdoor responsibilities
- Surrounding community is in an urban environment.
- Occasional exposure to communicable disease or other conditions in a clinic setting.
- The noise level in the work environment is usually moderate.
- Temperature conditions vary throughout the clinic from 66-78 degrees Fahrenheit.
- Travel as required or requested to accomplish program objectives.
- Involves frequent contact with staff and the public.
- Occasional stress from dealing with diverse customers and demands.
- Contact may involve dealing with angry or upset people.

- Rotating evening and weekend work
- Occasional exposure to cleaning liquids and toxic materials

Qualified Applicants submit CVs to:

[resumes@ravenswoodfhc.org](mailto:resumes@ravenswoodfhc.org)

FAX: 650.321.8576