

UW HEALTH JOB DESCRIPTION

Director Behavioral Health Services

Job Code: 113017

FLSA Status: Exempt

Mgt. Approval: B. McKinney

Date: April 2024

Department: Behavioral Health Services

HR Approval: J. Olson

Date: April 2024

JOB SUMMARY

The Director of Behavioral Health Services is responsible for the direction and leadership of operational, financial, programmatic, and human resources activities for Behavioral Health Services. This includes establishing, achieving, and continuously monitoring the behavioral health goals and objectives of UW Health. The position provides direction and leadership to ensure UW Health meets the 'Quadruple Aim' of great patient care and improved population health within an efficient cost structure, while improving the work life of providers and staff. While the range of duties and responsibilities is broad and varied, the position's major responsibility is directing the operations, budgeting, financial management, quality improvement, activities, and human resource management. The Director is knowledgeable about relevant federal and state regulations impacting behavioral health care and serves as a subject matter expert for the organization. The Director works closely with a variety of stakeholders, coordinating the activities of Behavioral Health Services across the enterprise.

The Director of Behavioral Health Services serves as the programmatic and operational leader for Behavioral Health Services and is responsible to the Senior Director of Behavioral Health Services and works closely with UW Health employees and leaders.

MAJOR RESPONSIBILITIES

Departmental Leader

- Provides an experience and environment of patient and family-centered care.
- Interprets impact of broad scope organizational change for staff and develops change strategies for successful implementation.
- Incorporates UW Health's vision, missions, and values in goals and programs within Behavioral Health Services.
- Develops and manages operational initiatives with measurable outcomes.
- Formulates objectives, goals, and strategies collaboratively with other stakeholders.
- Prepares and delivers reports to senior leadership outlining progress toward meeting annual goals and objectives, to include performance related to finance, clinical activity, quality, safety, marketing, and human resources.

Financial Manager

- Actively seeks opportunities to improve financial outcomes, engaging staff in the process.
- Establishes annual financial goals and actively uses benchmarking to high-performing systems in similar area of expertise to set annual targets in partnership with the Senior Director of Behavioral Health.
- Establishes an annual operating and capital budget, demonstrating fiscal responsibility through meeting budget targets.
- Monitors and analyzes financial data and utilizes for decisions regarding FTE's, staffing and operational budget.
- Creates business plan(s), justifying variances and analyzing cost-benefit of programs with support from Finance Business Partners.
- Directs and provides guidance to managers to effectively allocate resources based on patient volume, space availability, budget constraints, and program priorities, goals and objectives.
- Articulates budgetary considerations to staff and the impact of the broader organizational financials on operations, workforce, and initiatives.

Administrative Leader

- Contributes to the success of UW Health by providing leadership, direction, and coordination of operations, finances, and human resources for area of responsibility.
- Manages and directs all activities within area of responsibility.
- Continually assesses all services, identifies problems, and utilizes data to analyze and propose innovative approaches for solutions.
- Maintains records related to operations and services that are complete, accurate, available, and in compliance with all legal, regulatory, and policy requirements.

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- Engages staff and other stakeholders in continuous improvement of systems and processes; manages resources for staff participation in improvement work activities.
- Ensures effective facilitation of improvement teams and development of leadership skills to ensure overall effectiveness of the meetings.
- Organizes and prioritizes time and resources to manage efficiency. Appropriately delegates.
- Remains current of new trends and best practices and incorporates into Behavioral Health Services practices and programs.
- Articulates and enforces standards for quality/safe patient care.
- Develops and implements innovative systems and processes that improve staff and patient quality and safety.
- Demonstrates achievable and measurable results and develops action plans for improvement.
- Initiates, monitors, and enforces regulatory requirements.
- Holds self and others accountable to organizational and departmental policies, service and professional standards, and commitments and provides timely follow through on questions and concerns from staff and partners.
- Ensures development of initiatives to improve patient and family experience.
- Develops and implements clinical outcome measures for quality improvement, cost and complication reduction, and the implementation of evidence-based medicine with the dyad partners.
- Incorporates the use of evidence-based practice and appreciative enquiry into program development and improvement activities.
- Actively listens to staff ideas and concerns, assesses the communication style of others, and adapts to them.
- Effectively facilitates meetings at department and organizational level.
- Creates bi-directional systems that effectively communicate information and data, utilizing multiple methods.
- Articulates and presents data, information, and ideas in a clear and concise manner.
- Communicates in a professional manner consistent with Respect for People commitments.
- Communicates with physicians, academic department leaders, and senior administrators to maintain coordination with other UW Health programs.
- Demonstrates empathy and concern while ensuring Behavioral Health Services goals are met.
- Manages the complex interdepartmental and interdisciplinary relationships to assure collaboration and effective/efficient operations within Behavioral Health Services.
- Creates an environment that encourages diverse opinion, recognizes differences, and incorporates into process and services.
- Exhibits awareness of personal attitudes and beliefs, recognizing their influence on response to others.
- Creates a culture and systems for recognizing and rewarding staff.

Resource Manager

- Creates and maintains a satisfying workplace that fosters professional growth and job satisfaction for all members of the healthcare team.
- Interviews to select top talent, matching Behavioral Health Services needs with appropriate skill sets.
- Develops and implements recruitment and retention strategies that support a culture of leadership.
- Identifies and addresses own professional growth needs.
- Assesses manager and staff development needs, identifies goals, and provides resources.
- Identifies lack of competency in performance and establishes a plan which includes goals, interventions, and measures.
- Maintains membership in professional organization(s) to develop knowledge and resources through networking, continuing education, and participation in national, regional, and/or local activities.
- Ensures integration of ethical standards and core values into everyday work activities.

Educator/Research Facilitator

- Provides opportunities to aspiring clinicians and leaders to develop skills to meet career goals.
- Contributes to a learning environment by supporting educational and research opportunities for students, residents, fellows, and faculty.

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Critical Interfaces

- Leads and/or serves on a variety of appropriate internal and external committees to represent the Behavioral Health Services.
- Serves as a representative of Behavioral Health Services to UW Health to facilitate the shared interests and relationship between the parties.
- Leads the coordination and alignment of Behavioral Health Services and supporting disciplines across inpatient and ambulatory settings.
- Works with local and regional referring physicians to respond to needs for access, communications, and smooth transitions of care back to the community for UW Health patients after episodes of care.
- Facilitates processes to support internal and external transitions of behavioral health care for ER, ambulatory, and inpatient populations.
- Support the integration of Behavioral Health to improve processes to assess and treat the behavioral health conditions of UW Health patients.
- Works with UW School of Medicine and Public Health clinical department representatives, particularly the Department of Psychiatry, to facilitate physician faculty linkages and support academic pursuits.
- Works with the organizational partners to fulfill the mission of the Joint Operating Agreement.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Master's degree in Nursing, Business Administration, Healthcare Administration, or Healthcare related field
	Preferred	
Work Experience	Minimum	Five (5) years of relevant experience in the management of behavioral health care
	Preferred	Has held administrative position in a large academic or health system or a complex health program that included multi-site clinical operations
Licenses & Certifications	Minimum	
	Preferred	Licensed Psychologist, LMFT, LCSW, or LPC Wisconsin RN license Licensed Pharmacist CPHQ
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent communication and interpersonal skills to include the ability to negotiate and resolve conflicts and build teams • Demonstrated creativity and flexibility • Ability to operate in high-pressure situations • Excellent organizational skills • Demonstrated innovative approach to problem resolution • Ability to work collaboratively across UW Health entities and disciplines • Demonstrated commitment to patient and family-centered care • Broad knowledge of modern health care administration practices and principles within a managed care environment and/or an academic medical center • Effective analytical ability to develop and analyze options, recommend solutions to, and solve complex problems and issues • Demonstrated effective managerial and administrative leadership of clinical operations • Knowledge of principles and techniques used in negotiation as applied to

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	<p>service contracts and equipment purchasing</p> <ul style="list-style-type: none"> • Effective organizational, planning, and project management abilities • Experience in financial and programmatic presentations. • Ability to function independently and deal with multiple, simultaneous projects. • Ability to recognize personal strengths and weaknesses and develop goals for professional growth and achievement. • Ability to demonstrate a commitment to quality and excellence. • Ability to inspire confidence, appropriate risk taking, and achievement of high standards • Demonstrates a solution-focused, constructive attitude coupled with a focus on timeliness
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PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Work/Environmental: Moderate noise level consistent with an office environment

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.