

## UW HEALTH JOB DESCRIPTION

### Program Manager Behavioral Health Services

Job Code: 300082	FLSA Status: Exempt	Mgt. Approval: L. Werner	Date: September 2023
Department: Behavioral Health		HR Approval: M. Grayson	Date: September 2023

#### JOB SUMMARY

Under the direction of Behavioral Health leadership, the Program Manager Behavioral Health Services will provide support and expertise in the areas of communications, planning, program development, and data and metric monitoring and reporting. This position works collaboratively and cross-functionally with system, ambulatory, and inpatient operations leaders to develop high-value programs and apply data in a manner that ensures goals are being met. Close collaboration and feedback exchange with Behavioral Health leaders is critical for success. The Program Manager works closely with UW Health Behavioral Health Operations to meet 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.

The Program Manager collaborates with leaders and content experts to establish priorities, execute strategies, and respond to data. This position interacts with a wide range of providers, staff, and patients to ensure feedback is gathered and integrated into service development. The individual in this role is expected to incorporate process improvement into daily work. More specifically, the Program Manager uses critical thinking and problem-solving skills to address opportunities for improvement while promoting engagement of stakeholders in solution development.

#### MAJOR RESPONSIBILITIES

##### Program/System Management

- Utilize project management tools and principles to define and manage scope, document, and monitor timelines and deliverables, and resolve risks and barriers.
- Efficiently and effectively allocate and delegate resources as appropriate to support initiatives and achieve milestones within the behavioral health care network.
- Oversee, maintain, and enhance effective central communication program with all stakeholders using communication plans, status reports, and various media sources tailored to the audience.
- Identify and resolve dependencies and constraints between and across projects by working with project leaders, sponsors, and management.
- Drive innovative, patient-centered system design changes that push the boundaries of traditional thinking while maintaining credibility and engaging stakeholder support.
- Utilize solid business planning principles to develop systems and processes that produce sustainable results.

##### Strategic Planning

- Provide input to Behavioral Health leadership on strategic direction and associated priorities, including opportunities for improvement.
- Work with leaders to develop action plans for achieving strategic goals and objectives.
- Define metrics and data collection methods for monitoring progress toward ambulatory care strategic objectives.
- Collect, analyze, and routinely monitor ambulatory performance management data. Provide data interpretation and other relevant assistance to stakeholders.
- Develop scorecards and/or other visual data displays.
- Coordinate and lead Primary/Specialty Care Practice Improvement Rounds.

##### Personnel and Administrative Leadership

- Oversee data planning and management for Behavioral Health.
- Lead large group discussions at various levels on clinical and performance improvement topics.
- Manage and facilitate complex decision-making processes with multiple stakeholders to reach consensus.

##### Clinical Practice:

- Provide Clinical services - including assessment, treatment planning, and intervention as relevant for the area of practice - in an outpatient or inpatient setting based on the unique needs of the patient. Outpatient programs may include both individual and group therapy, and psychoeducational groups as indicated.
- Act as a consultant to staff, patients, and families as appropriate for care of the patient.
- Work as part of the primary treatment team as appropriate for outpatient, and as part of the multi-disciplinary consult service for inpatient.
- Provide in-depth psychological evaluations as required in area of specialty.

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- Coordinate patient care with primary care, other specialty providers, schools, and families via written and verbal communication.
- Arrange for appropriate care within the UW Health system or through outside providers as prescribed in policies and procedures.
- Ensure that each patient's rights are protected and that they are provided with appropriate interventions based on ability to participate, cultural concerns, and diagnostic impression.
- Maintain progress notes and other documentation required for the client medical record and utilization management within the timelines outlined by UW Health.
- Participate in quality initiatives and utilization review activities as requested.
- Exercise the legal authority per licensure in Wisconsin hospitals including assessment and documentation of patient mental status, general cognitive functioning, emotional status, and personality functioning.
- On an ongoing basis, strive to understand and meet the fiscal and financial parameters of practicing in the health care environment.
- Provide clinical supervision to trainees as appropriate based on licensure.
- Provide educational presentations and participate in national and local conferences and professional organizations.

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

### JOB REQUIREMENTS

Education	Minimum	Master's degree in Social Work, Psychology, or Counseling
	Preferred	
Work Experience	Minimum	<ul style="list-style-type: none"> <li>• Three (3) years of clinical experience in the area of Behavioral Health</li> <li>• Two (2) years progressive experience applying process improvement and project management skills</li> </ul>
	Preferred	<ul style="list-style-type: none"> <li>• One (1) year of progressive relevant leadership experience.</li> </ul>
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> <li>• Licensed as a Mental Health provider as required in the State of Wisconsin (i.e., Psychologist, Licensed Professional Counselor-LPC, Licensed Clinical Social Worker-LCSW, Licensed Marriage and Family Therapist-LMFT)</li> <li>• CPR/BLS</li> </ul>
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Demonstrated experience managing multiple complex initiatives across organizational boundaries in close collaboration with providers and leaders</li> <li>• Ability to translate strategies and goals into the design and implementation of systems and processes</li> <li>• Strong analytical skills</li> <li>• Strong clinical knowledge and skills</li> <li>• Demonstrated critical thinking and problem-solving skills in a complex environment</li> <li>• Ability to identify, collect, and analyze data and the ability to utilize data to drive improvement</li> <li>• Excellent facilitation, conflict resolution, and interpersonal skills</li> <li>• Demonstrated success in leading or facilitating health care improvement</li> <li>• Ability to generate professional, clearly written communication that is tailored to the audience</li> <li>• Demonstrated ability to identify and effectively address dynamics that threaten success of a project</li> <li>• Knowledge of regulatory requirements, confidentiality standards, and health information systems</li> <li>• Demonstrated leadership abilities, including initiative</li> </ul>

### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

Infants (Birth – 11 months)	Adolescent (13 – 19 years)
Toddlers (1 – 3 years)	Young Adult (20 – 40 years)

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	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)
<b>JOB FUNCTIONS</b>			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
<b>PHYSICAL REQUIREMENTS</b>			
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
<b>Physical Demand Level</b>	<b>Occasional</b> Up to 33% of the time	<b>Frequent</b> 34%-66% of the time	<b>Constant</b> 67%-100% of the time
	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, 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.			
<b>x Light:</b> 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.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other - list any other physical requirements or bona fide occupational qualifications not indicated above:</b>			

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.