

UW HEALTH JOB DESCRIPTION

SPECIALIST, BEHAVIORAL HEALTH PROGRAMS

Job Code: 840023	FLSA Status: Exempt	Mgt. Approval: B. Lonergan	Date: January 2020
Department: Behavioral Health		HR Approval: N. Lazaro	Date: January 2020

JOB SUMMARY

The Specialist, Behavioral Health Programs provides support and expertise in the areas of communications, planning, quality improvement, and data monitoring and reporting. This position works collaboratively and cross-functionally with system, ambulatory, and inpatient operations leaders to support the development of new Behavioral Health integration and apply data in a manner that ensures goals are being met. Close collaboration and feedback exchange with Behavioral Health Managers is critical for success. The Specialist will work 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 Specialist, Behavioral Health Programs collaborates with Behavioral Health and Specialty Care leaders and content experts to establish appropriate tools, workflows, and processes for integrated providers. 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 and facilitate using continuous quality improvement into daily work. More specifically, the Specialist addresses opportunities for improvement while promoting engagement of stakeholders in solution development.

MAJOR RESPONSIBILITIES

Strategic Planning

- Carries out the strategic direction through implementation of workflows and tools needed to support integrated services, including opportunities for improvement.
- Work with the Behavioral Health Manager and other leaders to develop action plans for achieving strategic goals and objectives.
- Define metrics and data collection methods for monitoring progress toward Behavioral Health strategic objectives and measurement of improvement efforts.
- Collect, analyze, and routinely monitor ambulatory performance management data in integrated areas.
- Develop scorecards and/or other visual data displays.

Project Management

- Provide project management for new implementations and redesign initiatives.
- Utilize project management tools and principles to define and manage project 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 and maintain 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.

Facilitation

- Efficiently plan and facilitate meetings of varied participants using standard meeting management tools and techniques (e.g., agendas, meeting roles, ground rules, minutes, action items tracking, parking lot, etc.).
- Lead group discussions at various levels on clinical and performance improvement topics.
- Manage and facilitate complex decision-making processes with multiple stakeholders to reach consensus.

Quality Improvement

- Format, interpret, and distribute data to stakeholders on a routine and ad hoc basis.
- Identify scope and structure process improvement to support high quality systems implementations involving Behavioral Health Providers.
- Utilizes continuous quality improvement methodology.

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

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JOB REQUIREMENTS			
Education	Minimum	Bachelor's degree in Nursing, Health Care Administration, Public Health, Industrial Engineering, Project Management, Business Administration, or other related field	
	Preferred	Master's Degree in Health Care (MHA) or Business Administration (MBA), or relevant education, license, or certification in the Behavioral Health discipline (e.g., LPC, LCSW, LMFT, Psychologist, etc.)	
Work Experience	Minimum	Two (2) years progressive experience applying process improvement and project management skills	
	Preferred	Two (2) years of progressive experience applying process improvement, data analysis, and project management skills in a health care or behavioral health setting	
Licenses & Certifications	Minimum		
	Preferred		
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Demonstrated experience managing multiple complex initiatives across organizational boundaries in close collaboration with providers and leaders Ability to translate strategies and goals into the design and implementation of systems and processes Strong analytical skills Demonstrated critical thinking and problem-solving skills in a complex environment Ability to identify, collect, and analyze data, and to utilize data to drive improvement Excellent facilitation, conflict resolution, and interpersonal skills Ability to generate professional, clearly written communication that is tailored to the audience Demonstrated ability to identify and effectively address dynamics that threaten success of a project Demonstrated success in leading through indirect authority 	
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)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)
JOB FUNCTIONS			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
PHYSICAL REQUIREMENTS			
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>			
Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
	Up to 10#	Negligible	Negligible
x 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

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	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#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

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.