



**Position: Director of Care Coordination Mental Health**

### **Position Summary**

Under the supervision of the Chief Mental Health Officer, performs professional work in developing, planning, organizing, coordinating, and supervising the administration of, and all client service activities within the Care Coordination Programs, while supervising all division staff. Responsible for ensuring excellence in service delivery, compliance, and the development of a professional culture of caring in harmony with HMS Mission, Vision, and Values.

### **Position Responsibilities**

The Director of Care Coordination works under the direction of the Chief Mental Health Officer to plan, organize and perform assignments pertaining to program development, consultation, supervision, and planning as related to the divisional programs.

- Ensures compliance with all policies, procedures, rules, regulations, and guidelines, as well as adherence to and compliance with all legislation, regulation, rules and procedures related to Care Coordination client service delivery, confidentiality, and ethics.
- Oversees Care Coordination operations, including all six Core Services (Comprehensive Care Management; Care Coordination; Prevention, Health Promotion, Disease Management; Comprehensive Transitional Care; Individual and Family Support Services; and Referral to Community and Social Support Services) while ensuring quality care and compliance with ethics; and cooperating however is appropriate with CareLink New Mexico learning communities.
- Plans and prepares work schedules for all CareLink and B2W Staff.
- Ensures staff completes all documentation according to standards found in applicable regulations, legislation, and HMS Policy and Procedures in a timely manner.
- Completes and reports performance reviews to appropriate administrative staff within HMS.
- Ensures, coordinates and/or provides all training activities for CareLink and B2W Staff.
- Prepares and maintains a CareLink training calendar annually.
- Ensures review of all client files for Quality Assurance and Quality Improvement at least quarterly.
- Prepares reports on the functioning and quality metrics of CareLink and B2W for the CMHO on at least a monthly basis.
- Provides direct supervision of the CareLink and B2W Supervisors, the Health Promotions Coordinator, the Community Liaison, and such other CareLink and B2W staff as may be agreed upon with the CMHO, including provision of annual evaluations and support to ensure the successful fulfillment of the responsibilities of this staff.
- Ensures compliance with all applicable HRSA, BHSD, MAD, CMS, and other organizations with regulatory, fiduciary, and supervisory power over CareLink, reporting on any irregularities to the Chief Mental Health Officer, Chief Compliance Officer, and/or Chief Executive Officer in a timely way.

- Ensures timely contact with, and access to care for eligible members of our service area, including completion of CareLink and B2W Comprehensive Needs Assessment.
- Oversees and reviews CareLink programming, quality of care, and productivity- providing regular reports on this to the Chief Mental Health Officer.
- Advises the Chief Mental Health Officer of program status, as well as policy and problem matters.
- Makes programmatic recommendations to the Mental Health Leadership Team. Assists with long range and immediate program planning and resource coordination.
- Keeps abreast of current information on co-occurring mental health and substance use disorder treatment approaches, in particular as they apply to integration of care for those suffering with chronic physical health conditions.
- Attends seminars and workshops as necessary to ensure compliance and fidelity with new and existing evidence based modalities and treatment approaches utilized by CareLink and B2W.
- Ensures appropriate and timely training in trauma informed care to all staff of HMS CareLink and B2W.
- Provides coordination, availability and full participation in all aspects of any programmatic review, survey, audits, site visits and/or evaluations.
- Understands and maintains HIPAA and 42CFR Part 2 confidentiality standards relative to Hidalgo Medical Services and CareLink and B2W.
- The delivery of quality services and positive interaction with all our customers, internal and external, is critical to the completion of all the tasks within this job description, and thus the employee is responsible for establishing and maintaining interpersonal relationships with patients, visitors and HMS employees in a courteous, respectful and professional manner. Guidelines include all HMS policies and procedures and the guidelines and code of ethics of any appropriate professional associations.
- Performs and/or coordinates other special assignments and tasks, as required by the Chief Mental Health Officer.

### **Minimum Qualifications**

Bachelor's or Master's Degree Preferred in Public Health or Business Administration, Social Work, Community Psychology or a closely related field.

Demonstrated training and interest in Behavioral Health systems and treatment, including familiarity with approaches designed to improve the quality of life for those suffering from Serious Mental Illness, including Substance Use Disorders.

At least three years of appropriate experience in program administration and supervision.

### **To Apply:**

Completed HMS Employment Application may be emailed to [jobs@hmsnm.org](mailto:jobs@hmsnm.org) or

Dropped off or mailed:

1105 N. Pope Street, Building C, Silver City, NM 88061

or

530 De Moss Street, Lordsburg, NM 88045

For more information call 575-534-0788