



Care Coordination Manager for Adult Programs Job Description

Work Location:	Broward Behavioral Health Coalition
Position reports to:	Senior Director of Adult System of Care
Position Status:	Full Time
Salary:	\$55,000 -\$60,000

Position Summary: Responsibilities include all aspects of overseeing the care coordination of adult multidisciplinary teams and adult programs. The positions ensure individuals diagnosed with a mental health, substance use, or co-occurring disorder and have also been identified as experiencing high utilization of State Mental Health Treatment Facilities (SMHTF), psychiatric acute care units, detoxification units, and/or crisis stabilization units in Broward County are referred to the appropriate level of care. This position will ensure that all clients in need of multidisciplinary teams are engaged and provided with the support needed in the individual's transition of care. Supports will include assessment of needs such as: primary health, behavioral health, substance use, legal, financial, housing, etc., and assist in engaging individuals with the necessary community-based recovery supports. The Care Coordination Manager for Adult Programs supports the Senior Director of Adult System of Care and the Director of Utilization Management by providing clinical oversight and management of the utilization of the network provider multidisciplinary teams.

Specific Duties and Responsibilities:

1. Develop partnerships with the array of system representatives, the courts, and behavioral health providers, to facilitate transition and re-engagement in the community.
2. Identify and track high-utilizing individuals with mental health and/or substance use disorders in the behavioral health system with the goal of coordination, enrollment, linkage to care, and discharge planning on the adult multidisciplinary teams.
3. Monitor and report on the clinical progress of individuals enrolled in multidisciplinary teams.
4. Coordinate services within the System of Care to eliminate barriers to access.
5. Recommend and facilitate linkages to appropriate community supports and services.
6. Conduct case reviews/staffings with the providers of multidisciplinary teams as needed.
7. Oversight of the coordination of comprehensive plans for individuals served.
8. Collect data for outcomes of individuals served.
9. Completion of assigned BBHC/DCF monthly reports.
10. Assist the Senior Director of Adult System of Care in additional functions, as assigned.



11. Meet regularly with the Senior Director of Adult System of Care and the Operations Team for network updates.
12. Educate system partners on the role of Multidisciplinary Teams and continuity of care for those individuals who meet the enrollment criteria.
13. Assist with oversight of the Power of Peers and peer navigation programs.
14. Assist with the oversight of adult case management providers.
15. Assist with the oversight of the Recovery Community Organizations (RCOs).
16. Collaborate with other care coordinators and support teams, including cross-training as needed.
17. Develop and conduct presentations for local and national meetings, events, and conferences, as requested.
18. Other related duties as requested.

Experience and Education:

- Master's degree in behavioral health
- License preferred in behavioral health
- Minimum of five years' experience in mental health/substance use/child welfare

Skills/Abilities/Competencies: To succeed as the Care Coordination Manager for Adult Programs, the individual requires the following:

1. Understanding of the behavioral health system, the child welfare system, and local provider network.
2. Understanding of the overall system of care
3. Strong communication skills, both verbal and written.
4. Ability to multi-task and exhibit flexibility.
5. Proficient with computer programs such as Microsoft Office.
6. Oral communication/public speaking- speaks clearly and persuasively in both positive and negative situations.
7. Demonstrates ability to facilitate group meetings and discussions; solicits feedback from participants, keeps discussions on topic and within the needed timeframe, able to capture attendee's attention.
8. Documentation - skilled in writing notes, preparing proposals, drafting meeting minutes, and other reports.
9. Judgement - displays willingness to make decisions, exhibits sound and accurate judgment, and makes timely decisions.
10. Empathy - displays appropriate empathy for individuals and families: excellent counseling and problem-solving skills.
11. Diplomacy - able to deal effectively and positively with staff and external parties including providers and community stakeholders.



12. Follow through - demonstrates the ability to assume responsibility for tasks and ensure they are completed thoroughly and timely.
13. Understanding of data/outcomes as they relate to the target population to be served.

Mental and Physical Qualifications:

Good health as evidenced by acceptable employment health screening, ability to function effectively under stressful circumstances, and acceptable attendance record.

Other Qualifications:

Has a valid driver's license and acceptable driving record. Will consent to background screening processes as required by the state, based on holding this position of special trust to include a fingerprint-based search of criminal records in Florida and nationally.

*****Please send resumes and cover letters to jobs@bbhcflorida.org*****