



Job Description Utilization Management Specialist

Work Location:	Broward Behavioral Health Coalition
Position reports to:	Director of Utilization Management
Status: Position:	Full Time / Exempt
Salary:	\$45,000 - \$50,000

Position Summary: Responsibilities include ensuring all clients are receiving the right care, in the right place, at the right time through staffings and discharge planning work. Reviews clinical information data received from providers ensuring clinical data is aligned with medical necessity criteria and BBHC authorization guidelines to authorize services, as needed. Works with provider staff, community agencies, members, and families to coordinate effective data and clinical protocols.

Specific Duties and Responsibilities:

1. Supports the authorizations and utilization management (UM) data to facilitate the review data process for mental health/substance abuse clients.
2. Serves as a liaison and logistical support for the various UM programs within the organization.
3. Maintains a working knowledge of all workflows related to BBHC utilization management.
4. Tracks UM and waiting list data to generate reports as required by the organization.
5. Other related duties as requested.

Experience and Education:

- Bachelor's degree in behavioral health
- Minimum of 1 years' experience in mental health/substance use

Skills/Abilities/Competencies: To succeed as the Utilization Management Specialist, the individual requires the following:

1. Understanding of the behavioral health system, the child welfare system, and the local provider network.
2. Understanding 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 health screening, emotional stability, 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 and drug testing.

Please submit cover letters and resumes to jobs@bbhcflorida.org