



## **Job Description**

### **Program/Contract Monitor**

Work Location: Broward Behavioral Health Coalition, Inc.  
Position reports to: Program/Contract Manager Supervisor  
Position Status: Full Time/Exempt  
Salary: \$60,000  
Last Updated: October 15, 2024

#### **Position Summary:**

The Program/Contract Monitor performs administrative, programmatic, and occasionally fiscal monitoring of BBHC's Network service providers. Monitoring includes performance-focused evaluation of management and operational systems to identify strengths and opportunities for improvement, and compliance-focused evaluation of provider activities based on contractual terms and conditions as well as federal and state laws and rules.

The successful candidate will demonstrate customer focus, listening skills, an action orientation, and ethics. Candidates must be highly proficient in written and verbal communication, use of automated systems, math and logic, and research and analysis.

Candidates must have at least a bachelor's degree from an accredited college or university as recognized by the US Department of Education.

Candidates must have at least two years full-time professional-level experience in systems analysis, management analysis, program planning, program research, program accounting or auditing, or program evaluation. A master's degree may substitute for one year of this experience.

#### **Specific Duties and Responsibilities:**

1. Prepares, manages, participates in, and facilitates the contract monitoring process. Participates as the team leader.
2. Researches and analyzes contracts, statutes, laws, rules, regulations, policies, and other complex written information to identify compliance requirements and/or performance expectations that are applicable to special programs by contracted providers.
3. Prepares monitoring tools and devises approaches to assess the performance and compliance of contracted providers.
4. Reviews plans, reports, complex documents, records, and transactions to determine performance relative to expectations and compliance with federal and state laws, rules, regulations, procedures, and basic accounting principles and safeguards. Reviews provider documents, conducts interviews, and observes provider facilities.
5. Compares requirements and provider performance, and draws conclusions about provider's implementation and performance of contract requirements.



6. Conducts formal and informal meetings with provider staff and persons served, including entrance and exit conferences.
7. Completes, organizes, and maintains monitoring documentation in accordance with unit standards and record retention requirements.
8. Gathers information from monitoring sources and incorporates necessary information into a comprehensive narrative monitoring report.
9. Prepares correspondence and reports that meet standards for content and style.
10. Participates in contract complaints and investigations as requested by the Program/Contract Manager Supervisor Director of Quality Improvement or BBHC's Management Team.
11. Prepares reports as requested by the Program/Contract Manager Supervisor, Director of Quality Improvement or BBHC's Management Team.

**Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies:

1. Design - Demonstrates attention to detail and design development.
2. Problem Solving - Identifies and resolves problems in a timely and effective manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
3. Technical Skills - Strives to continuously build knowledge and skills.
4. Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve services; Responds to requests for service and assistance; Meets commitments.
5. Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Remains open to others' ideas.
6. Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
7. Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
8. Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
9. Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
10. Ethics - Treats people with respect; Keeps commitments; Works with integrity and ethically; Upholds organizational values.
11. Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.



12. Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
13. Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
14. Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
15. Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity.
16. Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
17. Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
18. Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
19. Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
20. Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and Experience**

Candidates must have preferably at least two years of full time, professional level experience in:

1. Community substance abuse and mental health programs or similar fields
2. Management or administration of substance abuse and mental health funding and/or programs at a county, state, or federal level.
3. Candidates must have working knowledge of various computer software applications including Microsoft Word and Excel.

Preferred candidates are those who also have:

1. Professional experience in program evaluation or quality assurance in a social services context.



2. Experience in application of critical thinking and ability to form conclusions that describe opportunities for improvement.
3. Experience authoring complex written narrative reports.
4. Knowledge of assessment processes, clinical services, outcomes measurements, and accountability issues.
5. Knowledge of quantitative and qualitative research design and measurement techniques.
6. Experience in selecting appropriate, validated assessment, evaluation and monitoring instruments.
7. Experienced in behavioral health and systems of care oversight
8. An energetic, forward-thinking and creative individual with high ethical standards.
9. Sound technical skills, analytical ability, good judgment and strong operational focus. An extremely well organized and self-directed individual who is a team player.
10. A good communicator, orally and in writing, especially in articulated, can relate to people at all levels of an organization and possesses excellent communication skills.
11. A good educator who is trustworthy and willing to share information.

**Other Qualifications:**

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

I acknowledge that I have read and understand the responsibilities related to this job description.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date