



**Department:** Medical Management  
**Location:** 900 West 128<sup>th</sup> Street, Suite 104, Burnsville, MN 55337  
**Job Type:** Contracted

**Essential Functions:**

- Oversees the day-to-day operations for the Behavioral Health services, which includes activities for a state specific market designed to achieve quality and service driven objectives.
- Serves as an instrumental partner in monitoring and tracking key performance indicators to include identification of over/under utilization patterns and/or deviation from expected results for assigned market(s) or state.
- Assists with development of clinically-focused training associated with behavioral health assessment, care plan development and behavioral health services in the market(s) or state.
- Implement behavioral health operational priorities and manages resources to operational goals and budgets.
- Establish, maintain and foster professional working relationships with all behavioral health providers and develops regular and ongoing working relationship with the community mental health system in the market including community mental health centers, treatment facilities and other significant behavioral health providers in the market.
- Partners and collaborates with other departments and the corporate office regarding behavioral health matters and initiatives.
- Provides recommendations and support to behavioral health leadership for future expansion and growth efforts.
- Manages and optimizes workflows to achieve successful quality outcomes and benefit maximization within the scope of responsibilities.
- Monitors processes and procedures to ensure compliance with contractual, regulatory (Federal/state) and accreditation entities.
- Monitors and ensures medical expense ratios and approved staff ratios are in line with budget.
- Monitors and tracks production and quality driven work products and outcomes to individual performers.
- Manages work assignments, measures results and initiates personnel actions as required.
- Leads talent management activities to develop and cultivate future leaders.
- Write Grants, Edit documents and Publish essential Materials.

**Candidate Education:**

- Required A Master's Degree/Ph.D in Anthropology, Social Work, Psychology, Counseling, Rehabilitation, or other relevant field that provides a foundation to receive a license as required of the position

**Candidate Experience:**

- Required 1 year of experience in behavioral health management and/or acute behavioral health care setting focusing on outpatient/inpatient utilization, case management and discharge planning
- Required 1 years of management experience
- Required 1 year of experience in a managed care environment (as a licensed mental health professional )
- Required Other Experience working with the needs of vulnerable populations who have chronic or complex bio-psychosocial needs
- Required 3 years of experience working with behavioral health for immigrants of African descent
- Required 2 years of research experience living in one or more of the original African cultures learned their customs-practices
- Required speaking, writing and communication in one or more of the African languages

**Candidate Skills:**

- Advanced Knowledge of healthcare delivery
- Advanced Knowledge of community, state and federal laws and resources
- Intermediate Ability to influence internal and external constituents
- Intermediate Ability to multi-task
- Advanced Ability to create, review and interpret treatment plans
- Intermediate Ability to work in a fast paced environment with changing priorities
- Intermediate Ability to lead/manage others
- Innovative ideas to enhance the existing programs and services

- Intermediate Ability to work within tight timeframes and meet strict deadlines
- Intermediate Ability to effectively present information and respond to questions from families, members, and providers
- Intermediate Demonstrated interpersonal/verbal communication skills
- Intermediate Demonstrated analytical skills
- Intermediate Demonstrated written communication skills
- Intermediate Demonstrated organizational skills
- Intermediate Demonstrated problem solving skills
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**Licenses and Certifications:**

A license in one of the following is required:

- Required Licensed Clinical Marriage & Family Therapist (LCMFT)
- Required Licensed Clinical Mental Health Counselor (LCMHC)
- Required Licensed Clinical Psychologist (LCP)
- Required Licensed Clinical Social Worker (LCSW)
- Required Licensed Clinical Professional Counselor (LCPC)
- Required Potentials to obtain one or two of these licenses soon

**Technical Skills:**

- Required Intermediate Microsoft Word
- Required Intermediate Microsoft Outlook
- Required Intermediate Microsoft Excel
- Required Intermediate Microsoft PowerPoint
- Required Intermediate Healthcare Management Systems (Generic)
- Required ability to work and publish on the company website
- Required the opportunity to design and post webinar information on the company website
- Required constant updates of programs and services disseminated to families, funders and stockholders on the internet