



## Alameda County Behavioral Health is recruiting for **CRITICAL CARE MANAGER**

Child & Young Adult System of Care (birth to Age 24)

### HOW TO APPLY

Please submit a cover letter and completed County of Alameda Job Application to:

[Damon.Eaves@acgov.org](mailto:Damon.Eaves@acgov.org)

The application template is available online on Alameda County's On-Line Employment Center at:

[www.jobaps.com/alameda](http://www.jobaps.com/alameda)

New users can click on "New User Registration" to fill out an application template. Once the application is completed, candidates can click on the "Review" tab to:

**"Print My Application"**.

A PDF version of the application or digital scan of the completed application can be submitted to the email address above.

### APPLICATION DEADLINE:

**September 27, 2019**

### **Provisional Appointments:**

*For a **provisional appointment**, a civil service exam is not required. However, to obtain a regular position, the appointee will need to compete successfully in a County Exam when open.*

### *\*Provisional Position*

#### Description:

Under general direction the Critical Care Manager monitors acute, sub-acute and crisis system resources and authorizes services for youth, adolescents and transitional age youth on involuntary psychiatric holds or in need of acute psychiatric care; provides oversight of high level behavioral health care services provided by community-based organizations; ensures appropriate levels of care that meet clinical quality of care standards; facilitates treatment and discharge plans with other system partners such as Social Services Agency, Probation Department, Sheriff's Department, the Regional Center and other hospitals as appropriate.

#### Distinguishing Features:

The Child and Young Adult System of Care Critical Care Manager, ACBH, is a licensed clinical professional, fully-trained and professionally skilled upon entrance into the classification. The work is generally performed in an urgent or emergency care setting and other sites where travel may be required. This position has extensive contact with County and contract service providers who provide clinical services to Behavioral Health Care Services (ACBH) clients.

This class is distinguished from other clinical classes in that the Critical Care Manager, ACBH is responsible for administrative and managed care tasks that entails a high level of influence and authority in making decisions that shape policy and procedures concerning acute and sub acute care services. The responsibilities include providing technical and clinical direction to other professionals and acting as a liaison to other clinical classes who provide direct service delivery. Critical Care Managers report directly to a System of Care Director (Director Child & Young Adult System of Care; Assistant Director, Child & Young Adult System of Care)

#### Minimum Qualifications:

**Education:** Possession of a Master's Degree or higher from an college or university in a mental health care field. **AND,**

#### **Experience:**

The equivalent of three years of full-time, paid post-license experience in direct behavioral health care service delivery that included psychiatric diagnosis, treatment and disposition planning and or the clinical review of these direct behavioral health care services.

#### **License/Certification:**

Possession of a valid clinical license from the applicable licensing authority, California Board of Behavioral Sciences, California Board of Psychology, or California Board of Registered Nursing.

Possession of a valid CA Motor Vehicle Operator's License. Applicants must possess such license prior to appointment.

#### **Special Requirement:**

In compliance with the 1996 Health Insurance Portability and Accountability Act (HIPAA), employees in this classification are required to possess a National Provider Identifier (NPI) number prior to their first day of employment.

**Pay Rate:**

\$42.53-\$55.90 Hourly / \$3,642.40-\$4,472.00 BiWeekly /

\$7,891.87-\$9,689.33 Monthly/ \$94,702.40-\$116,272.00 Yearly. **Compensation commensurate with experience**

**RESPONSIBILITIES:**

1. Reviews involuntary psychiatric hold evaluations to ensure program participants/clients are seriously emotionally disturbed (SED) or seriously mentally ill (SMI).
2. Monitors and reviews utilization of facility beds and crisis stabilization, strategically addresses imbalances between supply and demand for services.
3. Provides regular reports on utilization and client flow patterns, identifies gaps in the system and recommends solutions.
4. Reviews and monitors admission and continued services funded through ACBH according to established procedures; makes clinical decisions and policy recommendations concerning reimbursement and use of County resources in order to balance regulatory requirements and utilization of limited resources.
5. Provides information, consultation, and guidance to program staff as needed to enhance redirection of participants to other less restrictive services
6. Reports to ACBH executive management team on quality of care, program operation, and policy issues on an ongoing basis.
7. Develops relationships with providers that support integration of services and efficient management of resources; assists providers on program design and capacity management.
8. Ensures reasonable and appropriate implementation of contract provisions as delineated in signed agreements between ACBH and community-based organizations providing services.
9. Assist providers in working with families, County and community partners to establish appropriate ongoing placements.
10. Maintains regular and consistent communication with the ACBH Authorizations Unit and Quality Assurance Office regarding the authorization and level of services.
11. Participates in designated administrative and clinical meetings regarding client utilization and flow patterns within the system of care.
12. Provides reports and recommendations concerning resource development, system needs and procedural changes to optimize the delivery of behavioral health services.
13. Provides technical assistance, case consultation and case review to determine medical necessity and appropriate utilization of system resources.
14. Makes authorization and other review determinations based on knowledge of cultural, developmental, and age-related issues.
15. Performs other duties as assigned within the classification.

**Knowledge :**

1. Welfare and Institutions Code 5150/5585, 5250, 5350.
2. Applicable federal, state, and local laws, rules and regulations
3. Scope, activities, and functions of various behavioral health facilities and public and private community agencies providing services to mental health clients.
4. Policies, procedures, and systems related to ACBH, legal and regulatory requirements and limitations.
5. Funding sources and administrative requirements in the program area to which assigned
6. Principles and practices of program planning and evaluation
7. Programmatic analysis and report preparation
8. Computer applications related desktop work.

**Ability to:**

1. Organize and prioritize work and meet critical deadlines
2. Communicate clearly and effectively both orally and in writing
3. Plan, analyze, monitor and evaluate programs and make sound clinical decisions in the service delivery area assigned
4. Establish and maintain effective working relationships and work collaboratively with multi-disciplinary teams & community organizations
5. Prepare clear, accurate and effective reports, correspondences, and other written materials
6. Represent the department and the County in meetings with others

**Learn more about us!**

**Alameda County Behavioral Health**

[www.acbhcs.org](http://www.acbhcs.org)

**Alameda County Health Care Services Agency**

[acgov.org/health](http://acgov.org/health)

