

# County of Santa Cruz

INVITES YOU TO APPLY FOR:

## SENIOR BEHAVIORAL HEALTH MANAGER

**Supplemental Questionnaire Required**

**Open and Promotional  
Job # 23-NL8-01**

**Salary: \$9,743 –13,000 / Month**

**Closing Date: Monday, March 13, 2023**



**THE JOB:** Under general direction to plan, organize, direct, coordinate and evaluate major components of service delivery program Behavioral Health Division; and other work as required. The eligible list established from this recruitment will be used to fill current and future vacancies during the life of the eligible list.

**Substance Use Disorder Services (SUDS) Assignment:** This vacancy is in Substance Use Disorder Services (SUDS) Unit. This incumbent is responsible for developing, managing, and administering major components of Substance Abuse Services Programs administered through the California Drug Medi-Cal Organized Delivery System (DMC-ODS). Responsibilities include assess and identify substance use disorder (SUD) treatment; intervention and prevention services needs for adults and children; implement the county's strategic plans for SUD treatment, intervention and prevention services; develop joint procedures; coordinate and integrate services, resolve administrative problems; coordinate and directs through subordinate managers the work of the staff engaged in providing SUD services; develop and monitor contracts for services including negotiation of requirements and costs; develop program funding sources through grant writing, billing and legislative processes; develop and monitor DMC-ODS annual budget; maintain liaison with the State Department of Health Care Services in major program areas to ensure program performance, represent the County Behavioral Health and SUDS to other agencies, community groups and organizations; develop services and program information to keep public informed; and act as staff to the County SUDS Commission.

**Quality Improvement (QI) Assignment: This vacancy is in the Quality Improvement (QI) Unit:** The incumbent is responsible for administering the quality improvement and compliance oversight of all County Behavioral Health services. The position develops and leads a formal quality management and compliance program that includes quality assurance, continuous quality improvement, quality control, and compliance oversight across all aspects of County Behavioral Health performance requirements, and compliance with federal and state regulations. The QI Director is a primary liaison with the state's Department of Health Care Services (DHCS) and is responsible for ensuring new DHCS requirements are implemented and monitored. This position works closely with other Behavioral Health units and Senior Managers to implement the expansion of several mandated managed care service delivery requirements for Medi-Cal, including California Advancing and



Improvement Medi-Cal (Cal-AIM) initiative. Key QI Director functions include assessing and identifying community needs and ensuring program performance through data analysis and customer satisfaction activities. The QI Director manages and directs BH leadership regarding State performance audits preparation, execution, and response, which include an annual External Quality Review Audit for Medi-Cal Specialty Mental Health and a separate audit of Drug Medi-Cal Organized Delivery System (DMC-ODS) services, and sentinel event reviews. In addition, the QI Director oversees and evaluates subordinate supervisor classification staff, monitors, and develops contract language in accordance with state and federal service mandates, develops policy and procedure in accordance with new mandates, and is the designated HIPAA Compliance Officer for BH.

**THE REQUIREMENTS:** Any combination of training and experience, which would provide the required knowledge and abilities, is qualifying. A typical way to obtain these knowledge and abilities would be:

Five years of experience in hospital or health care administration, three of which shall have been in the mental health or alcohol and drug field plus a master's degree in hospital administration, public health administration, public administration, psychology, social work, nursing or counseling from an accredited college or university. Additional qualifying experience may be substituted for the required education. A clinical license or certification as an alcohol and drug counselor is strongly desired but not required as this position supervises large, complex service delivery systems and clinical staff.

**Knowledge:** Thorough knowledge of methods to assess and respond to community needs for mental health and/or substance use services; program planning, administration, coordination, management and evaluation; the principles of mental health and/or substance use disciplines and legal requirements; interrelationships of service provided by governmental, community and private mental health/substance use organizations; the principles and practices of supervision, training and personnel management. Working knowledge of grant proposal writing and legislative processes related to developing funding resources; budgeting, fiscal control, and contract administration; and county requirements for approval and management of new complex programs of significant scope and size.

**Ability to:** Evaluate mental health and/or substance use programs and develop new or revised programs as necessary to meet the needs of the community; develop and coordinate services and maintain effective relationships with other departments, agencies and organizations; work with State Department of Mental Health and/or State Department of Alcohol and Drug Programs to ensure program performance, appropriate funding and problem solving; plan, organize and direct through subordinate managers and supervisors the activities of staff working in mental health and/or substance use programs; prepare and monitor budgets and contracts; express aims, concepts and principles of mental health and/or substance use programs in oral and written form; speak effectively before groups; develop, negotiate and monitor funding sources; exercise initiative, ingenuity and sound judgment to solve difficult administrative and personnel problems; and work effectively to partner with many constituent groups and political entities on critical mental health and substance abuse services.

**THE EXAMINATION:** Your application and supplemental questionnaire will be reviewed to determine if you have met the education, experience, training, and/or licensing requirements as stated on the job announcement. If you meet these criteria and are one of the best qualified, you may be required to compete in any combination of written, oral and/or performance examinations or a competitive evaluation of training and experience as described on your application and supplemental questionnaire. You must pass all components of the examination to be placed on the eligible list. The examination may be eliminated if there are ten or fewer qualified applicants. If the eligible list is established without the administration of the announced examination, the life of the eligible list will be six months, and your overall score will be based upon an evaluation of your application and supplemental questionnaire. If during those six months it is necessary to administer another examination for this job class, you will be invited to take the examination to remain on the eligible list.

**HOW TO APPLY:** Apply online at [www.santacruzcountyjobs.com](http://www.santacruzcountyjobs.com) or mail/bring an application and supplemental questionnaire to: Santa Cruz County Personnel Department, 701 Ocean Street, Room 510, Santa Cruz, CA 95060. For information, call (831) 454-2600. Hearing Impaired TDD/TTY: 711. Applications will meet the deadline if: 1) received in the Personnel Office by 5:00 p.m. on the final filing date or 2) submitted online before midnight on the final filing date.

**Women, minorities, people of color, and people with disabilities are encouraged to apply. If you have a disability that requires test accommodation, please call (831) 454-2600.**

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.

Some positions may require fingerprinting and/or background investigation.

### **SR BEHAVIORAL HEALTH MANAGER – SUPPLEMENTAL QUESTIONNAIRE**

The supplemental questions are designed specifically for this recruitment. Applications received without the required supplemental information will be screened out of the selection process. Employment experiences referred to in your response must also be included in the Employment History section of the application.

**NOTE: Please answer the question(s) below as completely and thoroughly as possible, as your answer(s) may be used to assess your qualifications for movement to the next step in the recruitment process.**

**Mark the assignment area(s) for which you would like to be considered:**

- Quality Improvement and Compliance Services  
----- Substance Use Disorders Services (SUDS)

#### **Quality Improvement Assignment:**

1. Describe any experience you have in providing oversight of Quality Improvement (QI) and/or Compliance services within a healthcare or behavioral health agency, and supervising staff who provide those services. How do you establish positive stakeholder relationships to improve the delivery of services? Please name any experience you have providing QI or compliance services for Medi-Cal or Medicaid health plans?
2. How would you apply a quality lens to ensure that the Santa Cruz County community is receiving care that produces positive behavioral health outcomes and is aligned with the services provided by a California County Specialty Mental Health and/or Drug Medi-Cal Organized Delivery System (DMC-ODS) plan?

#### **Substance Use Disorder Services (SUDS) Assignment:**

1. Describe specific experience you have in providing oversight of SUDS services, supervising staff who provide those services and establishing positive stakeholder relationships to improve the delivery of services. Please name any experience you have providing SUDS services within a California Drug Medi-Cal Organized Delivery System (DMC-ODS) plan.
2. Describe how you would assess the current substance use disorder system of care in Santa Cruz County for gaps and future investment?

## **EMPLOYEE BENEFITS:**

**VACATION** – 16 days 1<sup>st</sup> year, increasing to 31 days per year after 15 years of service. Available after 1 year of service.

**ADMINISTRATIVE LEAVE** – One week advanced upon appointment; two weeks accrued each year; can be taken in cash or time off.

**HOLIDAYS** – 14 paid holidays per year.

**SICK LEAVE** – Six days per year.

**BEREAVEMENT LEAVE** – 3 days paid in California, 5 days paid out-of-state.

**MEDICAL PLAN** – The County contracts with CalPERS for a variety of medical plans. For most plans, County contributions pay a majority of the premiums for employees and eligible dependents.

**DENTAL PLAN** – County pays for employee and eligible dependent coverage.

**VISION PLAN** – The County pays for employee coverage. Employee may purchase eligible dependent coverage.

**RETIREMENT AND SOCIAL SECURITY** – Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees' Pension Reform Act of 2013 (PEPRA). Pension benefit determined by final average compensation of three years. County participates in Social Security.

**LIFE INSURANCE** – County paid \$50,000 term policy. Employee may purchase additional life insurance.

**LONG TERM DISABILITY PLAN** – Plan pays 66 2/3% of the first \$13,500, up to \$9,000 per month maximum.

**DEPENDENT-CARE PLAN** – Employees who pay for qualifying child or dependent care expenses may elect this pre-tax program.

**H-CARE PLAN** – Employees who pay a County medical premium may elect this pre-tax program.

**HEALTH CARE FLEXIBLE SPENDING ALLOWANCE (HCFSA)** – Employees may elect this pre-tax program to cover qualifying health care expenses.

**DEFERRED COMPENSATION** – A deferred compensation plan is available to employees.

**Note: Provisions of this bulletin do not constitute an expressed or implied contract.**

**LIVE Here**

**WORK Here**

**PLAY Here**