



Center for Human Services

Building a stronger community...one family at a time.

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Job Announcement

MENTAL HEALTH OFFICE-BASED ASSOCIATE DIRECTOR

Want to join an innovative community-based organization? If you value social justice, are committed to providing quality services, and are not afraid of challenges, we want to talk with you. Center for Human Services (CHS) currently seeks the right associate director to join our team. We offer our staff an EXCELLENT benefit package which includes fully paid (prorated if part-time) health, vision, dental, life, long-term disability insurance, and 403b with match, as well as generous leave package.

The Mental Health (MH) Department Office-Based Associate Director provides leadership for our MH Department's Office-Based Team (OB). The MH OB Associate Director supports the MH Director in all aspects of the OB Teams development, implementation, management and evaluation. In the absence of the MH Director, the Associate Directors assume responsibility of the MH Department. Collaborates with the greater Mental Health Department to support all mental health teams as they provide excellent clinical services. Maintains a fun and engaging work environment. Must hold an advanced license as a mental health professional (or related field) and be an Approved Supervisor. This position reports to the Mental Health Director and will work out of our Lynnwood location. This is a 40-hour a week, 5 days a week exempt position. Salary range is \$34.15 - \$43.68 an hour depending on licensure and years of experience.

Job Requirements:

- Fully licensed as a Mental Health Counselor, Marriage and Family Therapist, Social Worker or related field in the State of Washington
- Approved Supervisor designation
- Minimum of 5 years of experience working in community mental health
- Knowledge of and experience using evidence-based practices
- Flexible, motivated to achieve goals, and thrives on challenge
- Experience working with an electronic medical record
- General computer skills in Outlook Email, Excel, Word
- Ability to adapt to change
- Ability to work cooperatively as part of a team
- Ability to bring a spirit of camaraderie to your professional relationships

CHS is a non-profit organization with a great work environment, including staff who are passionate about and dedicated to the community. If you want to join an established organization at a time of growth and transformation, this is the place.

To apply, send resume and cover letter to jobopportunities@chs-nw.org. Full job description can be found below:

Job Description

MENTAL HEALTH OFFICE-BASED ASSOCIATE DIRECTOR

GENERAL DESCRIPTION

The Mental Health (MH) Department Office-Based Associate Director provides leadership for our MH Department's Office-Based Team (OB). The MH OB Associate Director supports the MH Director in all aspects of the OB Teams development, implementation, management and evaluation. In the absence of the MH Director, the Associate Directors assume responsibility of the MH Department. Collaborates with the greater Mental Health Department to support all mental health teams as they provide excellent clinical services. Maintains a fun and engaging work environment. Must



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hold an advanced license as a mental health professional (or related field) and be an Approved Supervisor. This position reports to the Mental Health Director and will work out of our Lynnwood location. This is a 40-hour a week, 5 days a week exempt position.

MAJOR RESPONSIBILITIES - Specific to this position

- Collaborate with the MH School-Based Associate Director to oversee and manage the Mental Health Department, assuming full responsibility in the absence of the Department Director
- Collaborate with the School-Based Associate Director and Mental Health Director in the planning, development, implementation, and evaluation of Mental Health programs
- Provide oversight for the office-based team to ensure excellence in service delivery from a culturally accountable and trauma informed lens
- Responsible for the overall sustainability of the office-based team by leading office-based managers and office-based staff; and by planning and evaluating team activities - such as overall productivity, quality of care, caseloads analysis, time compliance of service delivery, documentation, outcomes and client surveys
- Ensure the office-based team functions smoothly within the larger Mental Health Department
- Provide regular reports to the Director to support efficient and effective office-based team operations, as needed or requested:
 - Conduct ongoing analysis of office-based caseloads, service hours, and outcomes for the office-based program and office-based therapists, offering guidance and insights to office-based managers during the weekly Managers' Billable Meeting
- Maintain current knowledge of all matters related to the office-based team's operations, including (but not limited to) client care, billing, confidentiality protocols, community relationships, and disseminate information to office-based managers/staff on a regular and timely basis
- Assist office-based managers with urgent clinical situations and provide supervisory crisis support and consultation
- Provide support to office-based managers:
 - Guide and support office-based managers in developing, implementing, and monitoring training & performance improvement plans
 - Support office-based managers and staff by communicating expectations, monitoring, and appraising performance
 - Identify training and professional development needs and provide training and guidance to ensure quality delivery of mental health services
- Ensure office-based employee 90-day check-ins and annual office-based employee reviews are completed:
 - Coach office-based managers on writing and performing employee evaluations
 - Collaborate with MH Director in reviewing office-based employee evaluations before presenting them to employees, when needed
 - Offer constructive feedback on performance and identify professional development goals for office-based managers and staff
- Provide consistent weekly supervision to office-based managers:
 - Teaching, coaching and training of office-based managers
 - Ensure appropriate supervision and documentation of supervision of all office-based staff
 - Provide evaluation and professional development plans and opportunities
 - Support office-based managers by consistently addressing office-based staff engagement, office-based staff scheduling, and office-based staff performance
 - Actively participate in office-based team meetings & office-based consultation meetings
 - Support office-based managers in the performance of their duties
- Collaborate with funders, referral sources, and community professionals, including coordinating outreach efforts as needed:
 - Oversee grant applications and reporting for the office-based team, ensuring alignment with funding requirements
 - Provide reporting for various revenue sources and support office-based program activities tied to grants/contracts
 - Track and manage office-based billing and financial data related to flexible funds
 - Collaborate with MH Director in preparing and submitting RFP applications as assigned by Executive Director
- Maintain a thorough knowledge and understanding of our electronic health record
- Sustain a well-versed understanding of Mental Health Policies and Procedures and BHO Policies and Procedures



- Prepare for and participate in program audits and accreditation surveys
- Maintain clinical integrity of MH clinical records with periodic record reviews
- Ensure fidelity to evidence-based practices used by clinicians
- Demonstrate leadership and respect for both the agency's mission and its management teams
- Participate in community meetings, CQI, all-staff meetings, and other designated meetings and/or trainings

MAJOR RESPONSIBILITIES – Agency in general

- Provide all services utilizing a strengths-based, family-focused, client-centered, trauma-informed, culturally humble approach that is integrated with other services
- Participate in creating and maintaining a safe workplace that values diversity and treats everyone with dignity and respect without regard to race, color, age, religion, creed, gender, gender identity, gender expression, sexual orientation, national origin, marital status, the presence of any sensory, mental, or physical disability
- Utilize teamwork and open communication
- Provide services in a manner that expedites the meeting of contract requirements and program outcomes
- Maintain documentation in a timely, thorough, and accurate manner
- Follow agency policies and procedures, RCWs, WACs, CARF standards, and other external regulations
- Follow CHS's Code of Ethics
- Perform all other tasks as assigned by the supervisor, managers, or directors that further the success of programs and/or the agency

MINIMUM REQUIREMENTS

- Fully licensed as a Mental Health Counselor, Marriage and Family Therapist, Social Worker or related field in the State of Washington
- Approved Supervisor designation
- Minimum of 5 years of experience working in community mental health
- Knowledge of and experience using evidence-based practices
- Experience working with youth and adults
- Effectively communicate and represent the agency in a professional and confident manner
- Comfort and skill with networking
- Flexible, motivated to achieve goals, and thrives on challenge
- General computer skills in Outlook Email, Excel, Word
- Experience working with an electronic medical record
- Commitment to practicing cultural humility, self-reflection, and continued education on Diversity, Equity, Inclusion, and Belonging topics
- Demonstrated ability to successfully work within a diverse cultural setting and provide services through the perspective of cultural humility
- Ability to work cooperatively as part of a team
- Ability to bring a spirit of camaraderie to your professional relationships

CHS is an Equal Opportunity Employer

The mission of the Center for Human Services is to strengthen the community through counseling, education, and support to children, youth, adults, and families.

Our Values: Model diversity, equity, inclusion & belonging; provide accessibility; champion collaboration; demand accountability; personify integrity; and have fun.



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