

Title: Assistant Program Manager, Crisis Services: Utilization Management
Reports To: Senior Program Manager, Crisis Services
Program: Behavioral Health, Crisis Services: Utilization Management
Status: Exempt/Full-time
Date: July 2018

VOLUNTEERS OF AMERICA WESTERN WASHINGTON is a private, not-for-profit human service agency serving the needs of families, seniors and the disabled in Western Washington. Our successful track record of supporting those we serve and being on the leading edge of new and innovative programs makes us a leader among human service agencies in Western Washington. Come be a part of what we do and make a difference every day!

General Function:

This position is responsible for assisting in the overall management and leadership of Utilization Management services, including training new staff, providing ongoing training and coaching to existing staff, case consultations, and working collaboratively with the Crisis Services Senior Program Manager, Assistant Director and Senior Director in continually reviewing policy, procedures, trainings and business practices to ensure efficiencies, exceptional level of customer service and meeting NSBHO and other appropriate funder contractual obligations. This position will also provide back up for the Senior Program Manager at applicable NSBHO meetings and other community meetings/presentation, and policy/procedure reviews.

Principal Duties and Responsibilities:

- Perform daily, on-site supervision, support, training and coaching of line staff
- Provide after-hours consultation as needed to support program staff
- Provide evening and weekend coverage
- Train all new UM staff, provide coaching and training to existing staff
- Responsible for creating, developing, and updating program trainings, materials, protocols, and procedures as needed
- Responsible for creating and maintaining staff schedules for UM.
- Complete quality improvement and quality assurance activities including record audits and silent monitoring of calls in order to provide real-time feedback to program staff
- Ensure exceptional customer service and effective, efficient program operations
- Assist the Senior Program Manager in the hiring process including conducting interviews and checking references
- Work collaboratively with the Senior Program Manager to ensure all policies, procedures and business practices are viable and up to date
- Provide coverage and support for the Utilization Management team by performing Initial Certifications, Retro Certifications, Extensions, and Discharges as needed
- Occasional travel to local meetings and national conferences
- Be an active, contributing, positive member of the Behavioral Health management team
- Actively participate in any audit and accreditation activities
- Other projects as assigned by the Senior Program Manager, Assistant Director and/or Senior Director

Qualifications:

- Master's degree in behavioral science, counseling or related field
- Agency Affiliated Counselor Registration is required within 30 days of employment, or equivalent, and must remain in active status during employment; WA State licensure preferred
- Crisis intervention and call center experience strongly preferred

Utilization Management/Assistant Program Manager

- Must possess the clinical judgment and experience to evaluate the medical necessity to certify initial and continuing inpatient services
- Must possess excellent verbal, written and customer service skills
- Must have the ability to multi-task, apply problem-solving skills and seek out information until a solution is implemented
- Demonstrated skills in Utilization Management Practices
- Advanced level of MS office suite required

If you wish to apply for this position, please email your cover letter and resume to: recruiter@voaww.org.

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