

State of Washington
Dept. of Social and Health Services
invites applications for the position of:



Service Integration Manager (WMS MH12) 2013-06726

SALARY: \$60,060.00 - \$75,072.00 Annually

OPENING DATE: 06/27/13

CLOSING DATE: 07/18/13 05:00 PM

DESCRIPTION:

Washington State Department of Social and Health Services

Our Vision is:

Safe, healthy individuals, families and communities

Our Mission is:

The Department of Social and Health Services will improve the safety and health of individuals, families and communities by providing leadership and establishing and participating in partnerships.

Our Values are:

*Excellence in Service
Respect
Collaboration and Partnership
Diversity
Accountability*

Please note: The band and salary range for this Washington Management Services position is currently under review.

This position is located in the Office of Service Integration (OSA) within the Behavioral Health and Service Integration Administration (BHSIA) of the Department of Social and Health Services (DSHS). This position reports to the Chief, Office of Service Integration.

The mission of BHSIA is to improve the health status, economic stability and self-sufficiency of vulnerable populations. OSA is responsible for planning, development and initial implementation of initiatives related to the integration and improvement of healthcare for Medicaid and Medicare clients across medical, mental health, chemical dependency and long term care systems.

This position will play a lead staff role in the development, coordination, and implementation of initiatives to meet legislative and policy goals for improved health and health-related outcomes for Medicaid clients across behavioral health, medical and long term care systems, and for increased effectiveness of services provided through the behavioral health system. These activities are directed in recently enacted legislation – HB 1519 (2013) and SB 5732 (2013).

Major outcomes expected of this position include successful planning, development and implementation of initiatives that meet legislative and policy goals and improve health outcomes for the population served by DSHS and HCA.

The scope of impact of this position is throughout BHSIA, other DSHS administrations, other state agencies, provider organizations, advocacy groups and other stakeholders. This position directly supports and contributes to the mission of DSHS and BHSIA by developing and coordinating integration initiatives and managing system of care improvement projects.

DUTIES:

- Lead cross-agency and cross-administration teams to meet legislative and policy goals established in HB 1519 and SB 5732, and in other emerging service integration initiatives, for improvement and integration of medical, mental health, long term care, and chemical dependency systems of care.
- Coordinate the establishment of, and act as lead staff for a broad stakeholder steering committee to oversee the behavioral health system improvement activities under SB 5732.
- Lead the development, establishment and implementation of performance and outcome measures that will be integrated into state contracts for services with Regional Support Networks, Counties, Chemical Dependency treatment providers, Medicaid Managed Care Organizations, Area Agencies on Aging (AAA), and others, across the medical, mental health, chemical dependency and long term care systems.
- Lead the development and implementation of a transparent system for public reporting of performance and outcome measures.
- Facilitate service improvement and integration planning within BHSIA and between BHSIA and other DSHS administrations, the Health Care Authority (HCA), Department Corrections (DOC), tribal authorities, and other state and county organizations.
- Communicate and collaborate with advocacy groups, provider associations and other external stakeholders to ensure inclusion of healthcare partners in service improvement initiatives and system integration initiatives.

Behavioral Health System of Care Initiatives

- With the Division of Behavioral Health and Recovery (DBHR), coordinate the establishment or improvement of system of care accountability and performance measures throughout BHSIA service providers, to include Regional Support Networks (RSNs) and state hospitals. Ensure the measures are consistent with other service coordination organizations and Area Agencies on Aging (AAA), Medicaid Managed Care Organizations (MCO), and others.
- Coordinate with DBHR staff and the Washington State Institute on Public Policy on the development of an inventory of evidence and research based behavioral health practices.
- Coordinate the establishment or improvement of quality management systems and evidence-based, research-based, and emerging best practices throughout BHSIA, to include RSNs and state hospitals.

Develop, implement and coordinate other initiatives to improve and integrate behavioral healthcare with long term care and medical systems of care for Medicaid and Medicare clients. Other initiatives may include those related to the HealthPath Washington initiative, the Health Homes initiative, or others.

QUALIFICATIONS:

Required education, experience, and competencies:

Bachelor's degree with major area of study in social services, public administration, business or other relevant field.

Minimum 5 years work experience in a behavioral health, long term care, or managed healthcare organization, with duties and responsibilities that included coordination and administration of initiatives for improved systems of care. Work experience must include project management and management experience in a healthcare system.

Work experience must include 5 years of successful performance at an increasingly challenging and accountable level; to include project management and systems development related to behavioral healthcare.

Applied knowledge of managed care principles, managed care contracting, quality improvement methodologies, risk management, performance improvement methodologies, quality management principles and methodologies, principles of cultural competency.

Demonstrated competency to work collaboratively with multiple stakeholders, including publicly funded behavioral health advocates and providers, state and local government officials, legislators or legislative staff.

Preferred/desired education, experience and competencies:

Master's degree or other advanced degree in public health, public administration or related field

Knowledge of State of Washington's behavioral health system, including Regional Support Networks, community behavioral health providers, crisis and commitment regulations and services, and pertinent RCW and WAC.

Experience and demonstrated ability to make data-informed decisions and conduct data-based program planning and services recommendations.

SUPPLEMENTAL INFORMATION:

The work schedule for this position is Monday-Friday, and may include some evening and weekend work. The schedule must be flexible to the needs of the position.

Occasional travel statewide is required.

The Washington State Department of Social and Health Services is an equal opportunity employer and does not discriminate on the basis of age, sex, marital status, sexual orientation, race, creed, color, national origin, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability. Persons requiring accommodation in the application process or this job announcement in an alternative format may contact the recruiter at (360) 725-5810. Applicants who are deaf or hard of hearing may call through the Washington Relay Service by dialing 7-1-1 or 1-800-833-6388.

If you have questions about this recruitment, please contact Lynda Mullen at 360-725-2594 or mullell@dshs.wa.gov

TO APPLY:

Send a cover letter and resume along with three professional references to:

Victoria Roberts, Deputy Assistant Secretary

**Aging and Disability Services
Behavioral Health and Service Integration Administration
P.O. Box 45050
Olympia, WA 98504-5050**

Email (Preferred): victoria.roberts@dshs.wa.gov