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| CHELAN-DOUGLAS RSN/PIHP POLICY AND PROCEDURE MANUAL | | Chapter: | 1.3.3 |
| Title: | INTRODUCTION AND ADMINISTRATIVE POLICIES | Page: | 1 of 9 |
| | | Date Effective: | July 1, 2002 |
| Subject: | Job Descriptions & Titles Background Checks | Date Revised: | August 24, 2009 |
| | | Authorizing Signature: | |

AUTHORITY: Mental Health Division - Chelan-Douglas Regional Support Network/Prepaid Inpatient Health Plan Contracts, Related Work Orders, and Working Agreements

SCOPE: This policy applies to Chelan-Douglas Regional Support Network/Prepaid Inpatient Health Plan (CDRSN/PIHP) and its contractors (agencies/providers), and subcontractors (referred to as contractors or agencies or providers throughout this policy).

PURPOSE: This policy describes Chelan-Douglas Regional Support Network job descriptions, titles and background checks.

DEFINITIONS: n/a

ADMINISTRATOR

GENERAL FUNCTIONS:

The Administrator of the Chelan-Douglas Regional Support Network (CDRSN) is responsible for overseeing all contractual, clinical, and financial obligations of the department and directs and supervises all personnel in the department. The position will be essentially self sufficient with normal office support and will report to and take direction from the CDRSN Governing Board and the Douglas County Commissioners. This is an exempt position.

ESSENTIAL JOB FUNCTIONS:

- Meet regularly with the CDRSN Governing Board and Douglas County Commissioners as directed to provide information and receive direction.
- Ensure that the CDRSN is in compliance with all contracts and agreements.
- Develop and manage budgets for all CDRSN funds.
- Respond to all audit requirements and report audit results to the Governing Board.
- Draft, review and approve all CDRSN policies and procedures.
- Provide direction and supervision to all CDRSN staff.
- Meet regularly with CDRSN Advisory Board.
- Represent the CDRSN in meetings and work groups with the MHD.
- Represent the CDRSN to area legislators and WSAC Legislative Steering Committee.
- Develop contracts with a network of service providers and oversee those contracts.

OTHER JOB FUNCTIONS AND RESPONSIBILITIES:

- Attend meetings and seminars both in and out of the area.
- Serve as County Coordinator for Chelan and Douglas Counties for mental health services.
- Meet with and maintain positive relations with various community groups.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Understanding of and commitment to the principles of recovery and resilience.
- Knowledge of generally accepted standards of Mental Health practice.
- Excellent interpersonal, problem resolution and communication skills to relate to diverse populations of consumers, family members, staff and external stakeholders.
- Ability to travel throughout the region.
- Ability to work independently, manage a variety of complex tasks and be highly organized.
- Strong computer skills which include word processing and spreadsheets.
- Excellent English and composition skills.
- Ability to be flexible and work evenings and weekends occasionally as needed.

CLINICAL DIRECTOR

GENERAL FUNCTIONS:

This position will oversee all clinical requirements of contracts with funding sources and with provider network. Maintaining licensure and continuing education on relevant clinical topics is expected. The position will be essentially self sufficient with normal office support and will report directly to the Administrator. This is a non-exempt position.

ESSENTIAL JOB FUNCTIONS:

- Proactively and routinely review and update all clinical requirements included in contracts with both the State and with Provider Network.
- Respond to all audit requirements related to clinical operations.
- Provide care management (resource management) functions including initial and continued authorizations for residential, crisis stabilization, and outpatient non-Medicaid services.
- Monitor Community hospital payment resolutions.
- Provide assigned utilization management and case management activities including tracking service capacity and availability, outcomes and appropriateness of treatment.
- Provide case management consultation to clinicians regarding alternatives, creative approaches to care, etc.
- Conduct clinical chart reviews and issue quality improvements in accordance with the Quality Management Plan.
- Analyze data for significant trends in service provision and report findings to the Quality Management Committee.
- Facilitate collaboration and coordination among the Quality Management Committee, Quality Review Team, Ombuds, and Clinical Services Review Team.
- Provide reports to the Quality Management Committee and ensure compliance with the Quality Management Plan.
- Convene and facilitate the Clinical Review Team.
- Oversee Grievances and appeals.
- Provide and document clinical trainings to providers.
- Draft and submit for administrative approval, service policies, procedures and standards of care.
- Develop, institute and monitor clinical performance improvement projects.

OTHER JOB FUNCTIONS AND RESPONSIBILITIES:

- Provide clinical input to CDRSN data development.
- Represent CDRSN on various MHD committees.
- Attend meetings and seminars both in and out of the area.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Understanding of and commitment to the principles of recovery and resilience.
- Knowledge of generally accepted standards of Mental Health practice (including biopsychosocial approach to rehabilitation and Individualized and Tailored Care).
- Excellent interpersonal, problem resolution and communication skills to relate to diverse populations of consumers, family members, staff and external stakeholders.
- Ability to integrate and operationalize principles of cultural competence in policy and clinical practice.
- Ability to travel throughout the region.
- Ability to work independently, manage a variety of complex tasks and be highly organized.
- Strong computer skills which include word processing and spreadsheets (knowledge of data bases is a plus).
- Excellent English and composition skills.
- Ability to be flexible and work evenings and weekends occasionally as needed

DATABASE ANALYSIS

GENERAL FUNCTIONS:

This position is responsible for research, analysis and reporting of management information from the various databases utilized by the Chelan-Douglas Regional Support Network (CDRSN). It will also provide support to CDRSN network providers and serve as an integral member of the CDRSN team. The position will be essentially self sufficient with normal office support and will report directly to the Database Administrator. This is a non-exempt position.

ESSENTIAL JOB FUNCTIONS:

- Monitor and ensure data integrity at the RSN and provider level.
- Act as liaison between RSN and providers regarding database administration to define and develop processes and software requirements.
- Develop Crystal Reports to assist in data collection and analysis for RSN and providers.
- Act as liaison between RSN and software vendor to identify and implement modifications of software as needed.
- Develop and maintain database policy, procedures and dictionaries for network.
- Verify, reconcile and transmit complete and accurate data to the State.
- Monitor and report on program criteria benchmarking and compliance for the provider network.

OTHER JOB FUNCTIONS AND RESPONSIBILITIES:

- Attend meetings and seminars both in and out of the area.
- Perform various duties of Database Administrator when required.
- Perform other duties as assigned.
- Assist in responding to all audits.

KNOWLEDGE, SKILLS AND ABILITIES:

- Advanced experience with MS Office, SQL and Avatar.
- Exceptional experience in the writing of Crystal Reports.
- Excellent time management and organizational skills.
- Ability to coordinate and manage multiple tasks and projects concurrently.
- Solid data retrieval skills.
- Ability to identify data problems and issues and to recommend and implement solutions.
- Strong communication, interpersonal and customer relations skills.
- Ability to work both independently and as a member of a team.

FISCAL/CONTRACTS MANAGER

GENERAL FUNCTIONS

This Position is responsible for the overall fiscal administration of the Chelan-Douglas Regional Support Network (CDRSN). This primarily includes the accounting, budgeting, reporting and contract management for the agency. The position maintains a sound fiscal management system within the RSN relating to budget, accounting and reporting to federal, state and county requirements. The position also is responsible for monitoring all contract deliverables. The position is supervised by the CDRSN Administrator. The position is non-exempt.

ESSENTIAL JOB FUNCTIONS

- Manage multiple data bases of information for county, state and federal reporting.
- Maintain and review the central accounting system (FMS) ensuring that accounts payable, payroll and budgeting are consistent with the CDRSN internal records.
- Review and approve batches submitted to the FMS system.
- Ensure that chart of accounts for department is consistent with state BARS requirements and generally accepted accounting principles.
- Establish and maintain accounts within FMS for budgeting and accounting.
- Analyze and reconcile financial statements and complex fiscal data for planning, preparation and monitoring of financial and institutional objectives.
- Record deposits to county treasurer and reconcile revenue as reported by the treasurer.
- Monitor funds received from the state Mental Health Division and subcontracted to local providers. Primarily this includes the preparation of a quarterly revenue and expenditure report to the state MHD. Financial analysis and Cost accounting principles are used to allocate revenues and expenses to appropriate accounts including Medicaid and Non-Medicaid.
- Prepare cost conversions and overhead analysis.
- Preparation and maintenance of the county calendar year budget and the state fiscal year budget. Preparation of budgets requires financial analysis of accounts and financial forecasting of future requirements. Complex spreadsheets are maintained to be able to account for differing fiscal years and for state requirements for Medicaid and Non-Medicaid accounting.
- Report to the CDRSN administrator on the fiscal status of the agency and the various funding sources. Reporting includes recommendations on fund transfers and investments decisions with the county treasurer.
- Advise the CDRSN Administrator and, as requested, the Douglas County Commissioners of finding, progress, and status of the fiscal matters of the CDRSN.
- Perform audit functions as applicable to fiscal and contract issues.
- Ensure that all fiscal reporting requirements are met and conducts reviews and audits for that purpose.
- Monitors contracts for early detection of problems with cost, schedule and scope.
- Recommend the amendment of contracts as required and necessary.
- Maintain centralized documentation for all contract records.
- Utilize BARS accounting, GAAP, RCW's, WAC's, and other resource materials as needed. Stay informed of changes to these regulations as they apply to the CDRSN.

OTHER JOB FUNCTIONS AND RESPONSIBILITIES

- Prepare adjustments and corrections as necessary.
- Create, update or work with appropriate personnel to ensure all financial Policies and Procedures exist, are current and ensure the CDRSN is in compliance.
- Develop and maintain internal control activities over all operations of the CDRSN.
- Train staff and implement controls where appropriate.
- Develop and maintain a relationship with the County Auditor and personnel, provider CFO's, state personnel, etc.
- Other duties as assigned.

DESIREABLE KNOWLEDGE, SKILLS, AND ABILITIES

- Organize and plan multiple tasks and responsibilities.
- Perform responsible and complex work involving the use of independent judgment and personal initiative.
- Efficiently operate an assortment of office machinery such as a fax machine, copier, laser printer, etc.
- Must demonstrate and maintain the desire and willingness to work well with co-workers, county offices, and other entities.
- Knowledge of State BARS budgeting and accounting, generally accepted accounting principles, cost accounting principles and financial analysis techniques.
- Knowledge of local, state, and federal policies as they relate to County Government.
- Ability to operate personal computers and software programs; specifically, Microsoft Office products as well as software packages for database.
- Ability to explain complex issues in a simple, understandable manner

OFFICE MANAGER

GENERAL FUNCTIONS

This position will include office management functions including office support and supervision of the receptionist regarding office responsibilities. This position reports directly to the Administrator. This is a non-exempt position.

ESSENTIAL JOB FUNCTIONS

- Proficiency with MS Office products, multi-line phone systems and office machines including: computers, fax, copiers, printers and scanners.
- Establish & maintain office filing system & office inventory system.
- Establish and maintain personnel files & serve as liaison to Douglas County HR.
- Assist in provider contract preparation.
- Work constructively and effectively with participating committees.
- Prepare & mail official meeting minutes/packets/summaries.
- Prepare Public Service announcements.
- Arrange and coordinate schedules for meetings.
- Take minutes at meetings as needed.
- Process and process all vouchers in the FMS II Accounting System.
- Prepare payroll for Administrator signature.
- Review benefits and personnel policies with new employees.
- Perform ADA audits at provider agencies.
- Provide supervision and direction for clerical aspects of receptionist position.

OTHER JOB FUNCTIONS AND RESPONSIBILITIES

- Perform background checks through the WA ST Patrol.
- Assist Financial/Contract Manager as needed.
- Post job announcements and advertisements.
- Order office supplies and equipment as needed.
- Assist, review in the preparation of correspondence.
- Serve as point of contact for sales representatives.
- Back up receptionist, assisting with phones when needed.
- Respond to public inquiries in a courteous and professional manner.
- Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent customer relation skills.
- Communication and organizational skills, projecting a positive, professional image for self and the County.
- Ability to function both independently and as a part of a team.
- Ability to multi-task.
- Meet deadlines while maintaining flexibility necessary to accommodate any given situation.

RECEPTIONIST/DATABASE SUPPORT

GENERAL FUNCTIONS:

This position will include all receptionist duties as well as providing support for the CDRSN Information Services team. The position will, additionally, provide clerical support to the entire CDRSN office. Supervision for the receptionist and clerical aspects of the position will be under the office manager. Supervision for the database support aspects will be under the database manager. This is a non-exempt position.

ESSENTIAL JOB FUNCTIONS:

- Answer and route all incoming telephone calls and initially greet all visitors providing excellent customer service.
- Perform day-to-day office duties to include: sorting and distribution of mail; making copies; running errands; filing of correspondence and records; typing of documents and correspondence; etc.
- Maintain schedules for use of office facilities.
- Assist in creating or altering office forms.
- Interact with CDRSN webmaster in maintaining and updating web site.
- Transcribe data into Inpatient database.
- Interact with provider network on database issues involving authorizations, inpatient data and other miscellaneous data base issues.
- Generate data base reports including Service and Authorizations.
- Perform certain day-to-day data base administrative functions such as Duplicate Member Worklist.
- Assist with special projects and audits as needed.
- Assist in the preparation of Information Service meeting with provider network and take minutes at those meetings.

OTHER JOB FUNCTIONS AND RESPONSIBILITIES:

- Attend meetings and seminars both in and out of the area.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent customer relation skills
- Proficiency with MS Office products, multi-line phone systems and office machines including: computers, fax, copiers, printers and scanners.
- Communication and organizational skills.
- Ability to function both independently and as a part of a team.
- Ability to multi-task.

BACKGROUND CHECKS

In addition to the Douglas County Personnel Policies, as follows, the CDRSN/PIHP will perform criminal history background checks on potential employees of the CDRSN. Background checks are conducted on-line through the Washington State Patrol WatchPass site. The office manager will conduct the background check prior to any formal hiring process.