

TRI-COUNTY HEALTH NETWORK

The logo graphic consists of three stylized, overlapping curved lines that form a mountain-like shape. The top line is orange, the middle line is yellow, and the bottom line is light blue. These lines converge towards the center and then diverge outwards at the base.

Position: Behavioral Health Program Manager
Direct Supervision: Director of Advocacy and Inclusion
Status: Exempt, Full-Time

JOB SUMMARY:

The Behavioral Health Programs Manager is responsible for overseeing and supporting the behavioral health (BH) programs and initiatives administered by TCHNetwork. The Manager will oversee day-to-day operations; support the BH team; improve team productivity and satisfaction; increase program participation, establish relationships and communicate regularly with stakeholders working towards improving access to and education of BH throughout the region. This position develops collaborative teamwork among and across sectors to maximize resources and reduce stigma preventing individuals in receiving the care they need.

DUTIES AND RESPONSIBILITIES:

1. Develop and maintain operations processes, manuals for each program, and training curricula to ensure program efficiency, establish best practices, and quality client care is provided.
2. Create a culture and atmosphere that will lead to an elevated level of employee engagement and satisfaction, including holding individual meetings with direct reports and monthly team meeting to foster communication, collaboration, and belonging.
3. Develop clear goals, objectives, and metrics for each team member and effectively communicate accountability. Coach, train, and mentor direct team to help them meet goals, objectives, and metrics.
4. Oversee day-to day program operations and supervision of direct team working throughout the region.
5. Function as a knowledge source for current initiatives including evidence-based trainings to support mental health and wellness in the community, teletherapy, and behavioral health coalitions/collaboratives.
6. Chair the San Miguel Behavioral Health Collaborative and oversee the backbone support for the San Miguel Behavioral Health Solutions Panel.
7. Serve as a member of the key leadership board for Communities that Care (CTC) and assist in the strategic planning and delivery of said initiatives for CTC.
8. Support the Regional Health Connector, and similar programming, with ongoing initiatives, including the maintenance of the community resource lists, and attend required supervisor meetings.
9. Help launch and implement the Colorado-National Collaborative (CNC) for Suicide Prevention Program across our rural six county region.
10. Lead in maintaining the San Miguel and Ouray County National Alliance on Mental Illness (NAMI) chapter, ensuring community support and participation.
11. Coordinate with the marketing department to ensure programs, initiatives, and events, including Suicide Prevention month, are promoted throughout the region via flyers, press, newsletters, direct email, and social media.
12. Act as a working supervisor and remain available to provide coverage for team members, as

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The logo graphic consists of three curved lines originating from a central point below the text. The top line is red, the middle line is yellow, and the bottom line is light blue. They all curve downwards and outwards, creating a stylized, abstract shape.

needed including becoming a certified instructor and teaching various BH trainings.

13. Maintain and oversee data collection and prepare reports on outcomes and performance of each program. Develop and submit required grant and program deliverables within prescribed deadlines, including being the funder liaison, as requested.
14. Assist in conducting monthly, quarterly, and annual assessments of programs; identify weaknesses, create mitigation plans and assist in implement to improve quality of programs to maximize outcomes.
15. Keep the community apprised of programming successes & challenges as the public relations lead by ensuring attendance/presentations at various meetings throughout the region.
16. Ensure confidentiality of all client information and team performance/compliance.
17. Organize and coordinate new initiatives and projects in coordination with external stakeholders, the TCHNetwork team and peers. Develop policies and procedures, as applicable.
18. Assist in the procurement and management of various grants and funding opportunities, including developing workplans.
19. Any other duties as required to ensure TCHNetwork is successful.

REQUIRED EDUCATIONAL AND EXPERIENCE:

- A relevant four-year degree in relevant field, OR 5 years of an equivalent combination of education and relevant professional experience
- 2 years minimum of successful program management experience.
- 2 years minimum of experience managing a team of 3+ entry level positions, including staffing and promotion.
- Demonstrated ability to prioritize, lead and manage multiple projects simultaneously with minimal supervision, a high degree of self-accountability, and maintain professionalism.
- Experience in a collaborative team environment, delegating workload and responsibilities.
- Excellent verbal and written communication skills.
- Must be proficient in MS Office, including Microsoft Excel, and have aptitude for computers and working with various software platforms.

PREFERRED QUALIFICATIONS:

- Professional experience in coalition building and grassroots community engagement.
- 2 years working in a professional capacity in a rural community and/or with a non-profit.
- Lived experience with mental health and wellness
- Knowledge and experience working with individuals living with a mental illness
- Demonstrated leadership skills and ability to facilitate meetings producing high quality results
- Experience working with disadvantaged/underserved populations and cultural diversity.
- Bilingual in Spanish and English

PERSONAL ATTRIBUTES:

- Adept in establishing trust and gaining rapport.

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- Aptitude to meld the deliverable metrics of the programs and meeting the emotional needs of staff, clients, and partners.
- Strong work ethic and collaborative style with internal team members and external partners.
- Advanced time and/or project management abilities.
- Internally motivated with an initiative to improve processes.
- Change agent demeanor; must be a flexible thinker, with an ability to adapt to a changing environment.
- Ability to exercise forethought, to look ahead and anticipate needs.
- Excellent critical thinking and consultative problem-solving skills.
- Skilled in multi-tasking and handling stressful situations.

OTHER:

Requires regular local and regional travel. May require occasional state or national travel. Must have reliable transportation to travel as needed and comfortable traveling in inclement weather. Valid driver's license and car insurance required. Ability to work a flexible schedule including evenings and weekends, as applicable.

POSITION LOCATION:

Hybrid Office and Field position that requires travel throughout San Miguel, Ouray, Montrose & Delta counties. First 60 days onsite, then 3 days a week, in Telluride office. No relocation assistance available.

COMPENSATION:

Starting salary is \$55,000 – \$68,750 based on experience

DIVERSITY, EQUITY, AND INCLUSION:

Tri-County Health Network is a nonprofit organization committed to collaborating with our communities to improve healthcare for everyone. Diversity, Equity, and Inclusion is at the core of our mission and work in the region.