



North Sound BH-ASO

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NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICES ORGANIZATION Position Description

TITLE: Behavioral Health Crisis System Project Manager
REPORTS TO: Deputy Director
ASSIGNED TEAM: TBD
FLSA STATUS: Exempt
CLASSIFICATION: Grade 38

North Sound Behavioral Health Administrative Services Organization values and seeks diversity, equity, and inclusion as integral to the behavioral health field. We support, embrace, and celebrate everyone's uniqueness, promote inclusion, and commit to remove systemic barriers that affect our workforce, our providers, and the people that receive behavioral health services.

JOB SUMMARY

This position is responsible for providing project management for crisis system projects at North Sound Behavioral Health Administrative Services Organization (BH-ASO) including but not limited to Crisis Stabilization, Mobile Crisis Response Endorsement Program and tracking legislative priorities. This position is responsible for planning, organizing, and overseeing various North Sound BH-ASO projects to ensure each project is completed on time, within scope, and on budget. This position is responsible for coordinating tasks, managing project teams, and communicating with internal and external stakeholders to drive project success.

ESSENTIAL JOB FUNCTIONS

1. Supports the development, implementation, and monitoring of crisis system projects at North Sound BH-ASO including but not limited to Crisis Stabilization, Mobile Crisis Response Endorsement Program, and tracking legislative priorities.
 - a. Leads the implementation, design, and integration of new North Sound BH-ASO programs including adaptation to meet new regulatory or contractual requirements, program policy, program design, process improvements and data analytics.
 - b. Develops and manages projects from initiation to completion, ensuring they meet the defined objectives and deliverables in alignment with North Sound BH-ASO goals.
 - c. Develops project plans, timelines, budgets, and deliverables, and manages progress to ensure projects stay on track.
 - d. In coordination with North Sound BH-ASO Leadership Team, delegates tasks on the project to North Sound BH-ASO employees best positioned to complete them.
 - e. Drives collaboration among cross-disciplinary teams including but not limited to working closely with North Sound BH-ASO's Clinical Director and Business Improvement Manager.

- f. Collaborates with key external stakeholders, including but not limited to Health Care Authority, managed care organizations, behavioral health providers, and North Sound region county partners.
 - g. Tracks project performance to ensure both short-term and long-term goals are met.
 - h. Serves as the primary point of contact for assigned projects, ensuring proactive coordination and communication with North Sound BH-ASO Leadership Team and other internal assigned project employees and external stakeholders.
 - i. Prepares and delivers comprehensive updates, decision briefs, and performance analyses to North Sound BH-ASO Leadership Team.
 - j. Performs quality control on assigned projects throughout development and implementation to maintain expected standards.
 - k. Identifies and works with North Sound BH-ASO Leadership Team to develop potential solutions to issues that may impact project success.
 - l. Creates and maintains detailed project documentation.
 - m. Adjust project timelines and targets as needs or financing for the project change.
2. Represents North Sound BH-ASO in local and statewide meetings as appropriate.
 3. Performs other duties as assigned.

OTHER JOB FUNCTIONS

1. Attend staff meetings, training courses, and seminars as requested.
2. Participates in local and statewide workgroups, committees, and meetings for public behavioral health initiatives as requested.

QUALIFICATIONS

Knowledge of:

- Project management strategies, systems, tools, and techniques.
- Funding mechanisms and requirements for behavioral health in the state of Washington, including Medicaid.
- Creating and overseeing budgets using public funds.
- Behavioral health continuum of care, specifically the publicly funded behavioral health crisis system.
- Microsoft Office Suite.

Ability to:

- Demonstrate strong project management skills, including developing and managing project plans and tracking actions to completions.
- Demonstrate solid organizational skills including attention to detail and balancing competing priorities.
- Manage multiple objectives and competing priorities.
- Work independently in developing and managing a range of complex projects and programs.
- Demonstrate strong critical thinking and problem-solving skills.
- Communicate effectively, both orally and in writing.
- Work collaboratively with a diverse group of individuals.
- Work independently, with sound judgement requiring minimal supervision.
- Work with efficiency under frequent pressure of deadlines.
- Work as a proactive, positive member of the North Sound BH-ASO team.

Education and Experience:

- Bachelor's Degree in project management, business administration, or related field **AND** five or more years of demonstrated project management experience.
- Experience working in healthcare and/or a managed care environment preferred.
- A combination of education, training and/or experience which provides the required knowledge and abilities may be considered.

License and Certification:

- Valid Washington State driver's license and proof of insurance at the time of hire.
- Certified Associate in Project Management (CAPM) and/or Project Management Professional (PMP), preferred.

WORKING CONDITIONS/PHYSICAL DEMANDS

Work is generally performed in an office environment. Duties involve some travel to other locations to attend meetings and conduct work. Travel outside the local area may be needed to attend seminars or conferences. Duties may include occasional evening meetings. Position requires sitting in meetings or at a desk or computer for extended periods. On occasion, duties will require carrying of supplies/materials up to 15 pounds from vehicle to building for meetings and presentations. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.

Employee Signature_____

Date_____

Manager Signature_____

Date_____