

Behavioral Health Operations Officer

JOIN OUR COMPASS TEAM TO POSITIVELY IMPACT LIVES AND TO BUILD A BETTER COMMUNITY

Job Description

APPLICATION PROCEDURES: Send letters of intent/ resume via mail to:
FT-BHOO, HR, Compass Family and Community Services. 535 Marmion Avenue,
Youngstown, Ohio 44502

Closing Date: until filled

Department: Administration

Title: Behavioral Health Operations Officer

Salary \$: Full time. Competitive salary and benefits package based on experience.

OVERVIEW:

This Officer position operates from the highest levels of integrity, is flexible, strategic and planful, strong in critical thinking and attention to detail. Highly respectful of others, and treats everyone with dignity and respect.

Through a commitment to excellence, this leader is hard-working, and people oriented as well as a strong communicator. Having an operational focus, this person has high energy and will work to achieve results and goals; which will require flexible and additional work hours as needed. This position requires extensive in-person interactions with others to achieve insight and information of individuals, processes, goals and desired outcomes.

An excellent problem solver, he/she is clearly analytical, well organized, self-disciplined with strong financial management understanding. Action oriented, he/she is a results oriented leader balancing being a teacher and coach while holding people accountable for their actions and results.

Highly responsive to the needs of others, is a servant leader who is a strong decision-maker, great collaborator and extreme multitasker. This leader will have a command of the details and is able to work with others even when there are varied perspectives and disagreements. This collaborative person is a supportive team player who likes to have

fun and strives to reward and recognize others for their personal and team related client and process related achievements.

This competent professional is self-confident and ambitious with the ability to learn quickly and be enthusiastic about his/her job. Very personable, this leader is an excellent communicator who effectively uses a variety of methods depending upon the person and/or the situation. He/she communicates well at all levels of the organization and is an exceptional listener, this person focuses on the speaker and always strives to be helpful.

AREAS OF RESPONSIBILITY:

The duties and responsibilities of this Behavioral Health Operations Officer include, but are not limited to the items listed below. Following the successful conclusion of the hiring process, the new leader will serve the Behavioral Health programs which include COMPASS' residential and outpatient services as well as the guardianship program.

- Serving as a member of the Executive Management Team reporting to the President and CEO and working with other Officers of COMPASS.
- Collaborating with the management team to develop and implement plans for the operational infrastructure of systems, processes, technology, human resources and financial stability necessary to achieve COMPASS' operational goals.
- Supervising COMPASS' Behavioral Health services, Workforce Development, Guardianship program directors. Responsible for providing this team with leadership, management and the vision necessary to ensure that their programs and services maintain the proper operational controls, administrative procedures, and human resources that will effectively provide quality, efficient and effective person and family centered services.
- Leading COMPASS' Program and Services Committee.
- Mastering COMPASS' current electronic health record system CareLogic, with a strong understanding of relational databases.
- Spearheading the development, communication and implementation of effective policies and procedures that will make the organization more efficient and effective.
- Overseeing employee management, and suggesting and or organizing events to build morale and teamwork among employees.

- Facilitating the data export, reporting analyzing and relaying data in a meaningful manner to direct reports.
- Provide day-to-day leadership, inspiration and guidance regarding operating performance. Supervises staff. Foster a success-oriented, accountable environment within the organization.
- Assisting the administrative team to achieve person and family centered services while achieving business goals, objectives and profitability.
- Serves as Corporate Compliance Officer and may perform back-up Client's Rights Officer functions. Will ensure adherence to corporate compliance requirements and standards are upheld across the organization.

QUALIFICATIONS:

Education/Experience:

A master's degree in business administration, industrial engineering, counseling, social work or other relevant subject matter is required. LPCC-S/ LISW-S in clinical counseling or social work is preferred. At least five years of progressive and strategic work experience in management and or diverse business environment. Five + years supervisory experience of staff and financial management within organizations with revenues between \$5 and \$20 million dollars. Experience in direct service and management within a behavioral health organization is desired. Demonstrated ability to engage all levels of an organization and the community. Ability to demonstrate successful management of projects and people and proven time management skills. Advanced skills in Excel with knowledge of SQL Servers and use of business analytics systems and software is desired.

Miscellaneous: Criminal background check; Pre-employment drug screen; Clear driving record; TB test.

Physical Demands of Job: Normal activity which includes: standing, walking and sitting for long periods of time.

AN EQUAL OPPORTUNITY EMPLOYER - SERVICE PROVIDED THROUGH AFFIRMATIVE ACTION EOE-M/F/H including persons with disabilities and veterans