



## Community Mental Health Partnership of Southeast Michigan Job Description

**Job Title:** SUD Utilization and Treatment Specialist **Location:** CMHPSM Offices

**Supervision Received:** PIHP Clinical Treatment Coordinator

**Position Payroll Tier:** 2b

**Pay Grade:** 52,623 – 76,322.76

**FLSA Exempt Status:** Exempt

**Position Status:** Full time

**Last Review/Approval:** 7/23/2019

### Job Summary

Under supervision of the Clinical Treatment Coordinator, the SUD Utilization and Treatment Specialist monitors and authorizes the contracted Substance Use Disorder (SUD) treatment services utilization across the region by reviewing providers' regulatory requirements and consumer care outcomes. The SUD Utilization and Treatment Specialist also monitors the SUD provider network's resources in coordination with finance staff and contributes to the overall planning for SUD treatment services provided in the region. The SUD Utilization and Treatment Specialist may also work closely with grant management staff and with other state agencies such as MDOC related to SUD services within the region.

### Essential Duties and Responsibilities

- Provides consultation to treatment provider staff, CMH staff, hospital staff and court staff; analyze information to evaluate suitability for participation in a specific program and facilitate connection to necessary treatment
- Plan or coordinate follow-up or aftercare programs for consumers to be discharged from treatment programs
- Participate in SUD provider site monitoring visits, review clinical records, make recommendations for performance improvement, and participate in root cause analysis for adverse events and sentinel events
- Review and analyze utilization of resources by SUD provider network to ensure effective use of resources; monitor use of services and clinical progress by consumer and by agency through reports, site visits and chart review; share information with providers to verify accuracy; assess the need for additional providers and services
- Communicate and apply work procedures and policies
- Participate in service planning and evaluation of SUD treatment services
- Collaborate with Clinical Treatment Coordinator to clarify and resolve issues and ensure funding is provided as agreed
- Participate in the requests for proposals (RFP) process for SUD treatment services; determine community needs, availability of services and goals for meeting needs; develop and write RFP scope of services; solicit bidders; review and score RFPs received from bidders
- Monitor treatment providers using clinical review tool through site visits and record review
- Collect and compile data and information for reports from providers, CMHSPs and other sources
- In collaboration with Clinical Treatment Coordinator, interpret data and research to write narrative for reports or present to stakeholders
- Prepare and submit reports to management, verifying accuracy and completeness and ensuring deadlines are met
- Provide excellent customer service to resolve complaints received from consumers and provider staff
- Collaborate with Data Coordinator to ensure timely and accurate submission of data to the State

- Attend and participate in various state, regional and local workgroup, clinical team, county collaborative group and other meetings to gain an understanding of community issues and/or build relationships with community members as requested
- Participate in coordination or presentation of focus groups, town halls and other community forums
- Provide logistical, informational and facilitation coordination and implementation for SUD treatment provider meetings
- Review authorization for service requests for consumer progress and appropriateness of request and make determination for approval
- Maintain awareness of advances in treatment methods, regulations, health insurance changes and other information that may impact services
- Enter data into electronic health record, e.g. approval decision of authorizations for services
- Office work (copying/filing/scanning/faxing)

### **Supervisory Responsibilities**

- N/A

### **Education and Experience Requirements**

- Master's degree in Social Work or Psychology, Psychiatric Nursing or closely related field
- At least five years of related experience including three years of substance abuse treatment authorization and clinical service utilization management; provider relations experience; experience with assessment, treatment planning and monitoring; and experience working with populations with complex mental health and SUD needs.

### **Licenses and Certifications**

- Possession of a valid Driver's License is required
- Professional licensure through the State of Michigan necessary to carry out the tasks of the position is required, e.g. LMSW or LLP
- CAADC is required

### **Competencies Required**

- Clinical knowledge of substance use and mental health disorders
- Ability to assess and review treatment plans, as well as make clinical decisions regarding continuing care
- Skill in monitoring and evaluating substance abuse treatment services
- Knowledge of applicable laws, regulations, policies and procedures and ability to interpret and disseminate information
- Skill in resolving conflict and negotiating
- Skill in meeting quality standards and making improvements to services
- Ability to maintain composure and display tact and professionalism in all interactions
- Ability to keep commitments and take responsibility for own actions
- Ability to use an electronic health record
- Ability to organize, prioritize and plan work activities and projects to meet deadlines
- Ability to make timely decisions using sound and accurate judgment within specified constraints
- Ability to design and express ideas effectively and adapt message to audience orally and in writing
- Ability to effectively work on multiple projects at one time and adapt to changing demands
- Ability to work independently and maintain working relationships to collaborate as part of a team
- Skill in analyzing or interpreting data or information, identifying trends, detecting errors and preparing reports
- Ability to behave ethically, honestly and with integrity

**Physical Demands and Work Environment**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Duties require sufficient mobility to work in a normal office setting and use standard office equipment including a computer, vision to read printed materials and a computer screen and hearing and speech sufficient to communicate in person or over the telephone.

**Special Position Requirements**

This position requires travel within the CMHPSM region and to meetings outside of the region when requested.

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

*This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.*

This job description has been approved by:

Chief Executive Officer \_\_\_\_\_

Date \_\_\_\_\_

Position #            Authorized by CMHPSM Regional Board

Date: January 20, 2016

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

Employee \_\_\_\_\_

Date \_\_\_\_\_