



***Join an organization which is respected and well loved by the Community we serve!
Behavioral Health Supervisor***

This is a great opportunity to share your work with an organization that cares for the community of Healdsburg, Windsor, Geyserville, and beyond.

At Alliance Medical Center (AMC), we believe everyone deserves the highest quality care. We provide primary medical and dental care within a broad array of services - including prenatal, a teen center, all ages dental care, mental health, nutrition health services - that help our patients live healthier lives.

Our mission is to improve the health and wellness of our diverse communities. We provide accessible, caring, and high-quality healthcare services. We are a recognized Federally Qualified Healthcare Center (FQHC) leader in improving the health of our communities. We are proud to serve a diverse population of approximately 13,000 predominantly Spanish speaking patients.

AMC's Healdsburg and Windsor Medical locations are both recognized PCMH (Patient Centered Medical Home) sites and we are proud to be eligible to recruit National Health Service Corps Scholars, Physicians, and Registered Nurses with student loan repayment needs with Highest HPSA Primary Care score 18!

What you will do at AMC:

The BH Supervisor supports BH Providers, BH Staff and partners with Operations to ensure workflows and processes are implemented and followed. Able to work successfully in a fast paced dynamic work environment. Schedules appointments, processes referrals to BH services, responds to questions, and documents each call within the electronic health record (EPIC) and/or email. Ensures all referred patients are provided timely access to care. Inputs and provides information related to member's accounts including demographics and billing/insurance information. Supports the BH department to ensure productivity goals are consistently met. Develops and oversees the training and orientation of BH staff for assigned site(s). Identifies and helps resolve staff and operational issues, with guidance from the Director of BH. Exemplifies the mission and ensures AMC patients have an unsurpassed patient experience while in care at AMC.

Supervises the BH Coordinator(s) and Community Health Worker(s).

- Greets clients, responds to their questions and/or schedules appointments for BH and other AMC in person and telehealth appointments
- Supports BH staff in delivering seamless integrated behavioral health services in the primary care setting for onsite and remote BH Providers
- Provides direct and indirect support to the psychiatrists in the delivery of psychiatric services
- Verifies insurance coverage, facilitates scheduling of interpreters for BH patients as needed
- Trains or coordinates training for BH support staff and is responsible for ensuring competencies of new and existing BH support staff;

The Behavioral Health Supervisor at Alliance Medical Center has the following qualifications and skills:

- Ability to read, write and speak fluently in Spanish and English required.
- Utilizes professionalism, tact, and extreme care with regard to confidentiality when interacting with BH patients.

- Must be detail-oriented in collecting, tracking and monitoring information. Excellent problem-solving skills and ability to multi-task necessary.
- Able to deal with stressful situations using emotional awareness and emotional intelligence including remain calm and courteous. Excellent customer service skills.
- Knowledge of programs/insurance & access/eligibility guidelines and applications is required which includes knowledge of the following programs: Medi-Cal, CHDP, CPSP, Presumptive Eligibility, Family Pact, and Sliding Scale.
- Active certification as a Medical Assistant and 5 + years experience in a healthcare facility required; ambulatory and/or FQHC experience highly preferred.

Why AMC?

- Competitive hourly pay, certification reimbursement during employment, complete benefits package including vacation and 403(b) plan with employer matching contribution!
- Positive environment, supportive management team, and awesomely wonderful co-workers!

*** We require all employees to be vaccinated or have a valid medical or religious exemption from receiving a COVID-19 vaccine. If hired, you will be required to prove that you have received the COVID- 19 vaccine or have a valid religious or medical reason not to be vaccinated. Employees with valid exemptions will be required to undergo weekly testing as required by the California Department of Public Health.

How to apply:

Email resume hr@alliancemed.org with the Job Title in the headline

Alliance Medical Center is an Equal Opportunity Employer.