

JOB OPENING

Behavioral Health Services of Somerset & Bedford Counties

(AN EQUAL OPPORTUNITY EMPLOYER)

JOB TITLE: Community Relations Specialist	DATE POSTED: 9/8/2023
LOCATION: Somerset, PA, or Bedford, PA Moderate Travel Required	LAST DAY TO APPLY: 9/20/2023 ➤ If the position is not filled, applications will be accepted on an ongoing basis.
TYPE OF POSITION/SALARY: Full-Time / \$39,293	WORK HOURS (37.5 HRS/WK): Monday – Friday, 8:00 am – 4:00 pm

The Behavioral Health Services of Somerset & Bedford Counties (BHSSBC) HealthChoices (HC) Program is the Multi-County Management Entity created by the counties of Somerset and Bedford to oversee the management of the Medicaid HealthChoices Behavioral Health Program. The BHSSBC Health Choices Program has direct responsibility for all management and administrative functions associated with (1) the contract between the counties and the Commonwealth of Pennsylvania for the provision of Medicaid covered services and (2) the contract between the counties and the Behavioral Health Managed Care Organization (BH-MCO) that it chooses as a subcontractor to administer the program to service recipients.

The Community Relations Specialist is a professional position that will be responsible for an array of activities related to promoting effective community relationships and providing educational support and training to community resources. Work involves program planning, development, implementation, monitoring and evaluation; facilitating and/or participating in meetings/work groups; developing training opportunities for providers; coordination and collaboration with behavioral health providers (MH & SA), social service agencies and local/state personnel; communications via website and social media.

The Community Relations Specialist position involves working to coordinate and oversee BHSSBC's Information Technology and interfacing with BHSSBC's IT/MIS vendors. This position will also be responsible for performing administrative functions related to the design and development of BHSSBC's Annual Report.

The HealthChoices Executive Director supervises this position.

Essential Functions:

Develop, promote, and maintain effective community relationships with the BHMCO, Behavioral Health providers, social service agencies, community service organizations, and HC members. Specific duties include but not limited to: establish and maintain a presence in the BH/social service community through networking with individual providers, social service agencies and schools; conduct regular visits to providers/organizations, answer questions, and deliver relative information; educate on current programs and new services available; gather information to assess the satisfaction of services provided and need for additional services; facilitate and/or participate in committees/work groups and local community organizations in meetings as appropriate and as assigned by the HealthChoices Executive Director.

Provide educational support and training to community resources. Specific duties include but are not limited to: determine training needs in conjunction with the HealthChoices Executive Director; organize and arrange for local provider trainings by securing trainers, training dates and training locations; develop an annual training schedule to be distributed to service providers and update the calendar as needed; work with the HC Fiscal Technician to establish the registration process for each training. Design the training brochure and registration form for approval by the HC Project Manager. Promote and distribute training brochures using e-mail, webpage, Facebook and other means. Attend the beginning and ending of trainings to coordinate registrations, training evaluations, equipment needs/connection for the training and other related training details. Collect, analyze, and summarize training program evaluations by utilizing Survey Monkey.

Partner with CEU vendors (University of Pittsburgh, Pennsylvania Certification Board and the Appalachia Intermediate Unit 8) to secure Continuing Education Credits (CEU's) for training. Submit follow-up paperwork requirements to the CEU vendors.

Maintain a comprehensive working knowledge of the Behavioral Health Service Delivery System. Assess service needs, identify problem areas and barriers, share ideas for new opportunities and cost saving programming and assist in problem resolution and developing plans to improve service delivery. Recommend changes to policies and procedures to ensure program effectiveness.

Assist BHSSBC Management Team with the development of the HealthChoices Annual Report between March through June of each year. Work with other BHSSBC and the BH-MCO staff to gather all required information and data necessary to complete the report. Create the reporting format and corresponding graphs and charts. Coordinate design layout and proofreading and submit final drafts to the HealthChoices Executive Director for approval. Make arrangements for copies to be professionally printed and for the distribution of the report.

Monitor existing reinvestment projects by meeting with provider staff operating programs funded with HC Reinvestment funds at least quarterly and present information to the Reinvestment Committee at scheduled meetings. Assist the HealthChoices Executive Director with identifying service options to be funded through reinvestment funds. Use established community relationships and participation on committees/works groups to identify needs and share ideas. Assist with the development of reinvestment plans and the process for monitoring approved reinvestment projects. Work with other BHSSBC staff to address issues as needed.

Serve as the BHSSBC Security officer and work with the BHSSBC Privacy officer regarding any HIPAA violations. Update policies and procedures relating to security, HIPAA and Protected Health Information. Keep logs related to breaches and outcomes of incidents created or discovered by BHSSBC employees along with resolution.

Responsible for coordinating and overseeing BHSSBC's Information Technology and Management Information System and responsible for interfacing with BHSSBC's IT/MIS vendors. The position will work

with the Finance Director and/or HealthChoices Executive Director to monitor computer hardware and software inventory and will coordinate new equipment purchases and installation based on program purchasing procedures. This position will be responsible for interfacing with BHSSBC's IT/MIS vendors related to equipment upgrades/installation, maintenance, and trouble-shooting IT issues.

This position works closely with BHSSBC's data warehouse vendor and will pull data and reports as requested or needed by HealthChoices management staff. Update sites as directed by the HealthChoices Executive Director. Provide other data management duties as assigned.

Responsible for communications with members and the provider /social service network via website, email, social media and other platforms as deemed necessary. These communications could include preparing website content, newsletters, social media and video presentations.

Responsible for updating and maintaining BHSSBC's website and Facebook pages.

Oversee the Customer Family Satisfaction Team (C/FST) subcontractor and contractor's compliance with Appendix L of the Program Standards and Requirements. Monitor and review consumer satisfaction surveys conducted by C/FST. Attend C/FST Advisory Board meetings to discuss consumer and family satisfaction. Monitor and follow-up as necessary on Member Requests for Assistance reports. Disseminate C/FST survey results and monitor provider and BH-MCO quality improvement plans to address areas of concern and/or low satisfaction.

Facilitate the Provider Advisory Meeting (PAC) or other meetings as required.

Non-Essential Functions:

Perform additional duties as assigned.

This job description in no way states or implies that these are the only duties to be performed by this employee. He/She will be required to follow any other instruction or to perform any other duties requested by his/her supervisor.

In order to carry out the Essential Functions, the following physical and mental requirements are required: This position requires excellent documentation and communication skills, both verbally and written. Requires excellent organizational and prioritization skills. Must have a working knowledge of BHSSBC policies and procedures, and the ability to interpret and clarify those to staff. Requires flexibility, creativity, good judgment, and enthusiasm. Ability to work as a team member, present information in a clear and concise manner, and work independently. Must possess effective listening and observation skills, good reading, and writing skills. Requires effective interpersonal skills. Ability to work in a stressful environment at times. Thorough knowledge of modern office practices, procedures, and equipment.

Hours of Work:

Hours are typically Monday – Friday, 8:00 am – 4:00 pm, however, this is an exempt-level position, so flexibility is required.

Remote work will be considered up to three (3) days per week with satisfactory work performance after completing the six (6) month probationary period. One (1) day remote will be considered after three months of satisfactory work performance.

Moderate travel will be required.

APPLICANT MUST:

1. Meet the minimum experience and training requirements:

	Required	Desired
Education	Bachelor's Degree in Business, Communications, Public Relations, Social Work or related field	Bachelor's Degree in Business or Social Work preferred
Experience	A minimum of 2 years of experience working in community relations, public relations or related field	3-5 years of experience working within the Bedford and/or Somerset treatment communities
Specialized Skills	Excellent verbal and written communication skills; Must be self-motivated, creative and able to generate ideas and solutions; ability to connect with others	Previous training or education/leadership experience preferred.

This position requires excellent organizational, written and verbal communication skills. Must be self-motivated; creative and able to generate ideas and solutions; have the ability to connect with others and forge strong relationships; highly organized and analytical; excellent public speaking and presentation skills in front of small and large groups of people; able to meet deadlines and operate independently while functioning as part of a cooperative and coordinated team; experience working with data entry, excel, publisher, PowerPoint and Microsoft Office formats.

2. Applicants must submit a cover letter and resume by the last day to apply.

➤The cover letter must indicate how you meet the qualifications requirements.

3. Submit cover letter and resume to:

Jennifer Georg
BHSSBC
245 W. Race Street
Somerset, PA 15501

OR

Via Email to: jennifer.georg@dbhs.co