

**Director of Behavioral Health Business Operations
MANAGEMENT ANALYST IV
Fairfax-Falls Church Community Services Board**



The Merrifield Center ~a premier collocated and integrated primary and behavioral health care center

FAIRFAX COUNTY GOVERNMENT

Shaping the Future of Government



About Fairfax County

Formed before the Revolutionary War, Fairfax County was home to many of America's earliest statesmen, including George Washington of Mount Vernon, and George Mason of Gunston Hall. The county's rich history encompasses the entire existence of the nation. Today, Fairfax County is one of the premier centers of commerce and technology in the United States. Located just west of the nation's capital, Fairfax County is the most populous jurisdiction in the Commonwealth of Virginia, with 13.7% of Virginia's population. It is a great place to live, work, play and do business.

Governed by a 10-member Board of Supervisors, Fairfax County Government consistently achieves high praise for fiscal stability, quality service and technological sophistication. The total fiscal year 2016 General Fund budget was \$3.8 billion. Fairfax County continues to maintain an exceptional AAA/AAA/AAA bond rating. Only eight states, 37 counties (including Fairfax), and 37 cities hold this highly coveted "Triple A" rating from the three leading rating agencies – Moody's Investor Service, Standard & Poor's, and Fitch Investor Service.

Fairfax County has been nationally recognized as a leader in government performance measurement, garnering the International City and County Management Association's Center for Performance Measurement Certificate of Excellence every year since 2009. The County has an excellent school system and is a national leader in K-12 public education. The public school system is one of the highest-rated school systems in America. Fairfax County is also a leader in higher education, where five major colleges and universities, including the main campus of George Mason University are located. Northern Virginia Community College – the largest community college in the Commonwealth of Virginia – has two campuses in Fairfax County. For more information about Fairfax County Government, visit www.fairfaxcounty.gov.

About the Fairfax-Falls Church Community Services Board

The Fairfax-Falls Church Community Services Board (CSB) was established in 1969 by the joint action of Fairfax County, the City of Fairfax, and the City of Falls Church. This action was taken in accordance with the State Code, which requires every jurisdiction in the Commonwealth of Virginia to establish a CSB or join with neighboring jurisdictions. The CSB serves an area of nearly 410 square miles, with a population of over 1.1 million, and is the largest of the 40 Community Services Boards in the Commonwealth. In FY 2015, the CSB served approximately 22,000 individuals. Fairfax-Falls Church CSB operates as part of Fairfax County's Health and Human Services system, which is designed to protect and promote the health and welfare of county residents through a decentralized program.

The CSB provides services to children, youth, adults and families, through community-based programs for individuals who experience mental illness, substance use disorders and intellectual and developmental

disabilities. The CSB also provides early intervention services for infants and toddlers who have developmental delays.

A 16-member administrative policy board oversees the establishment and operation of these local services. CSB Board members are volunteers appointed by county district supervisors or by the chair of the Fairfax County Board of Supervisors. One member is appointed by the Fairfax County Sheriff. Board members may serve up to three terms consecutively, and each term lasts three years.

The Fairfax-Falls Church Community Services Board is an integral part of a networked human services system that includes a central administrative agency. The agency is licensed by the Virginia Department of Behavioral Health and Developmental Services and is the largest local government behavioral health organization in Virginia. Total annual agency funding exceeds \$160 million, with additional funding obtained through reimbursed state/federal sources, third party insurance, and consumer fees for service.

Mission Statement

To provide and coordinate a community-based support system of for individuals and families of Fairfax County and the cities of Fairfax and Falls Church who are affected by developmental delay, intellectual disability, serious emotional disturbance (youth), mental illness and/or substance use disorders.

Values

- **Respect for the people we serve**
Individual dignity and human rights protection are at the center of the CSB service philosophy. Each individual is involved in developing service plans which address his/her needs and preferences. Feedback from service recipients is encouraged to assess program strengths and areas for improvement.
- **Quality in the services we provide**
The CSB offers a comprehensive menu of preventative and responsive services that meet the needs of individuals who live in the Fairfax County community. Services are provided by qualified professionals using methods proven to achieve positive, measurable outcomes.
- **Accountability in all we do**
The CSB recognizes its responsibility to the Fairfax County community by striving to provide services to people with limited resources or complex needs in an effective and efficient manner. Policies and procedures are communicated and accessible to all individuals and organizations with whom we work and process improvement is anchored in continuous data review.



Service Areas

The CSB provides services which assist, improve and maximize the potential of individuals affected by these conditions and strengthen their capacity for living self-determined, productive and valued lives within our community. The agency mission is pursued through a continuum of services within two functional service divisions: treatment and community living.

Treatment: Services include entry and screening, crisis stabilization, detoxification as well as services to people who are incarcerated or court-involved. Also included in our treatment services are emergency services, outpatient and day treatment as well as intensive treatment in residential settings and in the community.

Community Living: Services include daytime supported employment, group homes, support coordination, wellness and health promotion, and outreach.

Although many services are offered directly in the community, the Fairfax-Falls Church CSB manages and operates many residential and treatment facilities throughout the county. Of special note is the recent opening in 2015 of a new 120,000 square foot behavioral health center. With other county Human Service agency partners, the Merrifield Center offers a full array of primary and behavioral health services in a collocated and integrated service facility.

The Position

The Fairfax-Falls Church Community Services Board is seeking an experienced, results-oriented Director of Behavioral Health Business Operations to lead, plan, and manage the behavioral health business operations of the largest CSB in the Commonwealth of Virginia.

Under the Direction of the Deputy Director of Administrative Operations, the Director of Behavioral Health Business Operations will be responsible for but not limited to:

- Lead, plan and manage the CSB's business operations to include front desk processes performed by business which includes account setups and management within an EHR, pre-registrations and registrations, client benefits and enrollment assistance, records management, client records requests, and annual reviews, medication access assistance.
- Manages a diverse team of professional and paraprofessional employees including coaching, counseling, training, and evaluation.
- Analyze current health care environment for opportunities to increase insurance coverage status among CSB clients to maximize revenue reimbursement to the CSB. Serves as the CSB's expert related to the public and private insurance marketplace to negotiate new provider and/or single case agreements.
- Ensure efficient resource utilization in alignment with CSB service delivery system and business goals. Establish staffing priorities, develop plans to achieve them, monitor implementation,



measure and report outcomes for budget development and revisions, and conduct service delivery planning.

- Convene Annual Fee Policy Review Workgroups (Staff and Board) and provide analyses and comparative data to inform decisions to change the fee schedule based on financial and compliance information.

The Candidate

The successful candidate is an essential member of the operational leadership team of the Fairfax-Falls Church Community Services Board (CSB). This position requires a person with a depth of knowledge about the changing healthcare environment and public/private insurance marketplace in addition to demonstrated leadership skills to manage a large, diverse team of business support staff throughout multiple sites in Fairfax County.

The Director of Behavioral Health Business Operations must:

- Model integrity, disciplined decision making, and uphold superior ethical standards on a 24/7 basis;
- Work effectively across the agency with CSB department leaders, the CSB governing board and other Fairfax County departments;
- Analyze and monitor current health care environment trends and suggest ways to improve business processes and procedures to achieve efficiencies;
- Think and act in a results-oriented style and in alignment with articulated county and department goals and objectives;
- Anticipate, facilitate and manage change; and
- Continuously demonstrate a values-driven culture.

Education and Experience

Minimum Qualifications

Any combination of education and experience equivalent to graduation from an accredited college or university with a bachelor's degree in fields related to the assigned functional areas plus five years of professional work experience within more than one of the assigned functional areas such as human resources, budgeting and financial management, contract administration or business management.

Education and Experience

- Master's degree in business, finance or health care administration;
- Ten years' experience working in positions with increasing management responsibility within the behavioral health care environment;
- Extensive knowledge of public/private insurance marketplace and experience working with insurance companies in negotiating provider agreements;



- Exceptional communication, organizational and customer service skills;
- Extensive experience managing a large, diverse business support.

Special Requirements

The appointee to this position will be required to complete a criminal background and credit history check to the satisfaction of the employer. The selected candidate may be required to obtain a National Provider Identifier.

Compensation and Benefits

Salary is negotiable within an established range (\$77,362 - \$128,937) depending on the qualifications and relevant experience of the selected applicant. Fairfax County Government's total compensation package includes:

- Defined benefit retirement system and deferred compensation program option;
- Outstanding and affordable health, dental and life insurance plans;
- Generous paid holiday schedules and leave programs

Use this link for a complete list of benefits: www.fairfaxcounty.gov/hr/morethanpaycheck.htm.

To Apply

Submit your resume through Fairfax County's online application system at:

<http://agency.governmentjobs.com/fairfaxcounty/>.

Refer to **Job #16-01681** when applying. Deadline to apply is October 7, 2016 by 5:00 p.m. EST.

Fairfax County is an Equal Opportunity Employer that does not discriminate on the basis of race, color, sex, creed, religion, national origin, age, disability, genetic information, veteran's status, political affiliation, genetics or disability in the recruitment, selection, and hiring of its workforce.

Reasonable accommodations are available to persons with disabilities during application and/or interview processes per the Americans with Disabilities Act. Contact 703-324-4900 for assistance. TTY 711. EEO/AA/TTY.

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