

DHHS BEHAVIORAL HEALTH CONSUMER AFFAIRS PROGRAM ADMINISTRATOR

DESCRIPTION: Under administrative supervision of the Behavioral Health Services Division Administrator, administers the Office of Consumer Affairs, develops a plan and processes for working in close collaboration with consumers of substance abuse, mental health and gambling services; state substance abuse, mental health and gambling professional staff, state administrators, behavioral health regions, provider staff and administrators, elected officials and the general public to advocate for consumer views and achieve the meaningful involvement and participation of consumers as a priority in the state funded behavioral health system; performs related work as required.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Advocates for the consumer viewpoint in formal and informal policy discussions among regional and state substance abuse, mental health and gambling agency officials; serves on agency and interagency task forces and work groups; and provides comments on proposed regulations and rule changes.

Creates opportunities and provides support for consumers of substance abuse, mental health and gambling services throughout the state to speak out on behavioral health policy issues by participating in public forums.

Develops and implements a formal process for responding to substance abuse, mental health and gambling consumer complaints and grievances, and resolves the concern when possible; tracks the complaints and writes reports; collects and analyzes complaint data to identify trends and issues requiring system changes.

Provides staff support, resource assistance and reports to the State Behavioral Health Council and its three subcommittees (State Advisory Committee on Substance Abuse Services, State Advisory Committee on Mental Health Services, State Advisory Committee on Problem Gambling and Addiction Services).

Facilitates the role of substance abuse and mental health consumer advocates in the Mental Health Commitment process.

Services/Acts as a Systems Change Advocate within the Department.

Actively supports and expands Consumer involvement by increasing consumer advocacy and participation.

Develops a plan for consumer participation in regional and state system policymaking and advisory bodies that guide the operation of substance abuse, mental health and gambling services; provides education and technical assistance to achieve increased consumer participation; reviews and reports on consumer participation in those initiatives.

Develops collaborative relationships to advocate for consumers of substance abuse, mental health and gambling services served in other state systems (e.g. Department of Education & Corrections.)

G78670 – DHHS BEHAVIORAL HEALTH CONSUMER AFFAIRS PROGRAM ADMINISTRATOR
(continued)

Manages the responsibilities, resources, and scope of duties for the Office of Consumer Affairs, including supervision and directing work activities of staff.

Represents the Behavioral Health Services Division and the State at national meetings and conferences regarding consumer issues.

Provides education, technical assistance and support to assist consumer organizations in organizing and to support these organizations in expanding consumer participation as a priority in state system advocacy initiatives.

Develops and implements a plan to increase consumer involvement in behavioral health service planning, delivery, and evaluation including but not limited to: working collaboratively with consumers and other state staff on the overall service delivery and functioning of state and region substance abuse, mental health and gambling systems to determine if they are operating with the consumer as the main focus, recovery as the main outcome, and that consumer involvement is a priority in all aspects of service planning and delivery; that services are cost-effective and are provided in the least restrictive environment consistent with the consumer's clinical diagnosis and plan of treatment; and that funding is fully integrated and allocated to support the consumer and his or her plan of treatment.

Develops and implements a plan for communicating state policy and substance abuse, mental health and gambling service systems knowledge to consumers; including the provision of technical assistance and training on state and regional services systems and consumer advocacy issues.

Manages consumer project funds allocated within the Division; develops and monitors contracts, billings/payment approvals and processing, and state consumer project auditing; reviews and makes planning and funding recommendations for assigned consumer projects.

Manages federal and other grant projects, as assigned, including federal application development, contracting, payments and data collection/report compilation.

Writes and presents/submits consumer and administrative reports, information summaries, and position papers to senior department officials to document consumer activities, research, and propose recommendations.

Provides supervision and directs the work activities of Behavioral Health Services Division consumer staff.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: the facilities, programs, organization, and operation of the Behavioral Health Services Division and the Behavioral Health Regions, other State agencies and private industry related to substance abuse, mental health and gambling programs; State and federal laws regarding substance abuse, mental health and gambling including confidentiality laws; Health and Human Services System rules and regulations, policies, and directives; regulations and court cases relevant to the delivery of behavioral health services at state regional and local levels; understands rural Nebraskan issues.

G78670 – DHHS BEHAVIORAL HEALTH CONSUMER AFFAIRS PROGRAM ADMINISTRATOR
(continued)

Ability to: explain the concepts/goals of state behavioral health programming and the consumers roles in the partnership; research and develop viable recommendations to assist with emerging, promising, and best practices service system planning; analyze and diplomatically help resolve difficult and complex problems with consumers, providers, administrators, elected officials and the general public; evaluate administrative and service delivery functions for efficiency and effectiveness; persuade and advocate on behalf of consumers of substance abuse, mental health and gambling services; interpret laws, regulations, and procedures.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance and/or other evaluations.)

Specialized knowledge, experience or expertise relating to consumer directed behavioral services; behavioral health delivery system specifically for consumers with the most disabling illnesses; advocacy on behalf of consumers of behavioral health services; national consumer issues; and mental illness and substance abuse.

Knowledge of: human relations, facilitation techniques, government operating procedures, budgeting and financing, and Health and Human Services System programs.

Ability to: communicate orally and in writing; role model successful substance abuse, mental health and/or gambling recovery in a positive, supportive way to consumers, elected officials, co-workers, professional staff, providers and the public.

JOB PREPARATION GUIDELINES: (Entry knowledge, skills and/or abilities may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

Bachelor's degree with progressively responsible experience in programs related to health and human services that involve consumer related issues, resolution/monitoring/evaluating service delivery, and creative problem-solving.

Must be a current or previous consumer of substance abuse, mental health or gambling services. Must be able to provide supporting documentation of substance abuse, mental health or gambling diagnosis from current physician or clinician; the substance abuse, mental health or gambling treatment received, and recovery services participated in upon request.