



Position: Program Lead Comprehensive Community Support Specialist

Position Summary

The Program Lead for Comprehensive Community Support Services (CCSS) is responsible for the day-to-day administrative, operational, and programmatic oversight of the CCSS program at the Tranquil Skies site. This position serves as the direct program supervisor for CCSS staff and is responsible for managing, supporting, coaching, and evaluating team members to ensure services are delivered in accordance with HMS expectations, New Mexico CCSS requirements, payer standards, and organizational policies.

The Program Lead helps ensure that eligible clients and families receive strengths-based, recovery-oriented, culturally responsive, and community-based services that promote recovery, rehabilitation, resiliency, independence, and community integration. This role requires an understanding of the unique needs of rural New Mexico communities, tribal communities, and Native American clients, including the importance of culturally respectful, community-informed, and relationship-based service delivery.

This position works closely with the Director of Behavioral Health Specialty Programs, billing, quality improvement, clinical leadership, and other internal partners to support program compliance, documentation quality, service productivity, staff accountability, and overall program sustainability.

The delivery of quality service and positive interaction with our customers is critical to the completion of all the tasks within this job description, thus the employee is responsible for establishing and maintaining interpersonal relationships with patients, visitors, and HMS employees in a courteous, respectful and professional manner. Guidelines include all HMS policies and procedures.

Position Responsibilities

Program Oversight and Daily Operations

- Provide day-to-day leadership and operational oversight for the CCSS program at the Tranquil Skies site.
- Ensure CCSS services are delivered in alignment with New Mexico Medicaid requirements, HMS policies, payer expectations, and accepted behavioral health standards.
- Support consistent implementation of CCSS workflows, referral processes, caseload management, service delivery expectations, and documentation requirements.

- Monitor program schedules, client assignments, staff coverage, and service delivery needs to support timely and appropriate access to CCSS services.
- Identify operational barriers impacting client care, staff performance, documentation completion, billing, or program efficiency and escalate concerns as appropriate.
- Assist with development and implementation of program procedures, tools, tracking systems, and workflows to improve consistency and accountability.

Staff Supervision and Support

- Serve as the direct supervisor for assigned CCSS staff.
- Manage, support, coach, and evaluate CCSS staff to help ensure they meet program expectations, productivity targets, documentation standards, and service quality requirements.
- Provide regular supervision, guidance, and performance feedback to CCSS staff.
- Support onboarding, training, and ongoing staff development related to CCSS service expectations, documentation, client engagement, care coordination, and community-based service delivery.
- Monitor staff caseloads, productivity, documentation timeliness, and follow-through on assigned responsibilities.
- Address performance concerns in partnership with the Director of Behavioral Health Specialty Programs and Human Resources, as appropriate.
- Promote a positive, accountable, team-based work environment that supports staff effectiveness and client-centered care.

Client Services and Care Coordination

- Ensure CCSS staff provide services that are individualized, strengths-based, recovery-oriented, culturally responsive, and focused on the client's goals.
- Support staff in identifying and addressing barriers that interfere with clients' ability to function independently in the community.
- Promote services that assist clients and families with skill-building, resource connection, natural support development, independent living, learning, working, socialization, recreation, and community integration.
- Ensure services are coordinated with internal and external providers, including behavioral health, primary care, schools, community agencies, family members, natural supports, tribal resources, and other community partners as appropriate.
- Support staff in engaging clients and families in service planning, goal development, and ongoing participation in care.
- Provide direct CCSS services when needed to support program coverage, client needs, or operational demands.

Documentation, Billing, and Compliance

- Monitor CCSS documentation to ensure notes, service plans, assessments, and related records are completed accurately, timely, and in accordance with HMS, Medicaid, payer, and regulatory expectations.

- Partner with billing and quality improvement teams to address documentation errors, billing barriers, missing information, or compliance concerns.
- Track and monitor productivity, service volume, documentation completion, and other key program indicators.
- Support corrective action efforts when documentation, billing, productivity, or compliance expectations are not being met.
- Assist with audit preparation, chart reviews, quality assurance activities, and implementation of improvement plans.
- Maintain confidentiality and ensure compliance with HIPAA, organizational privacy policies, and applicable state and federal requirements.

Quality Improvement and Program Sustainability

- Work with leadership to monitor program performance, revenue trends, productivity, staffing needs, and service utilization.
- Identify opportunities to improve service quality, staff efficiency, documentation accuracy, and financial sustainability.
- Participate in quality improvement activities, team meetings, case reviews, and leadership discussions related to CCSS operations.
- Support implementation of performance improvement strategies, staff training plans, and workflow changes.
- Provide updates to the Director of Behavioral Health Specialty Programs regarding program strengths, barriers, risks, staffing needs, and recommended action steps.

Minimum Qualifications

- Bachelor's degree in a human services, behavioral health, social work, psychology, counseling, education, family studies, criminal justice, or related field preferred.
- At least one year of relevant experience working with individuals with behavioral health needs, serious mental illness, serious emotional disturbance, substance use concerns, co-occurring conditions, or complex social needs.
- Experience providing or supervising community-based behavioral health, case management, care coordination, peer support, psychosocial rehabilitation, or related services.
- Knowledge of recovery-oriented, trauma-informed, culturally responsive, and strengths-based service delivery.
- Ability to meet applicable New Mexico CCSS staff qualification requirements.
- Valid New Mexico driver's license, reliable transportation, and ability to travel within the community as needed.

Preferred Qualification

- Prior experience in a supervisory, lead, or program coordination role.
- Experience with New Mexico Medicaid behavioral health services, including CCSS.

- Experience working with rural New Mexico populations, tribal communities, and Native American clients.
- Experience working in a community mental health center, FQHC, rural health center, tribal health program, or integrated behavioral health setting.
- Familiarity with Medicaid billing, documentation requirements, service plans, progress notes, and audit readiness.
- Current certification as a Certified Peer Support Worker, Certified Family Peer Support Worker, or Certified Youth Peer Support Specialist, if applicable to role expectations.
- Bilingual English/Spanish preferred.
- Strong understanding of community-based behavioral health services and client-centered care.
- Ability to provide culturally responsive services and supervision in a manner that respects the values, traditions, and lived experiences of rural, tribal, and Native American communities.
- Ability to supervise, coach, and hold staff accountable in a supportive and professional manner.
- Strong organizational, documentation, and time-management skills.
- Ability to monitor productivity, documentation, and program performance data.
- Strong communication and interpersonal skills.
- Ability to work collaboratively with clients, families, staff, leadership, billing, quality improvement, tribal partners, and community agencies.
- Ability to identify problems, develop practical solutions, and follow through on action items.
- Ability to maintain professional boundaries and model ethical service delivery.
- Comfort working with individuals and families experiencing behavioral health, housing, transportation, financial, family, legal, or other social barriers.
- Ability to work independently and exercise sound judgment in a community-based service environment.

TO APPLY

Completed HMS Employment Application may be emailed to jobs@hmsnm.org or dropped off or mailed to:

1105 N. Pope Street, Suite C, Silver City, NM 88061

Or

530 DeMoss Street, Lordsburg, NM 88045

For more information call 575-247-6036

