Position: Director of Behavioral Health Specialty Programs

Position Summary

Under the supervision of the Chief Mental Health Officer, provides leadership and oversight for Comprehensive Community Support Services (CCSS) and Psychosocial Rehabilitation (PSR). This role is responsible for ensuring high-quality, recovery-oriented, and Medicaid-compliant services across HMS behavioral health locations, with a strong focus on access, continuity of care, workforce support, and integrated services in a rural FQHC environment.

Position Responsibilities

Program Leadership & Operations

- Provide overall leadership and direction for CCSS and PSR programs, ensuring alignment with HMS mission, strategic priorities, and regulatory requirements.
- Oversee day-to-day program operations, including staffing models, service delivery workflows, and coverage planning across sites.
- Support program development, sustainability, and responsiveness to community and patient needs, particularly in rural and frontier settings.
- Partner with executive and behavioral health leadership to plan program growth, identify service gaps, and support long-term workforce stability.

Clinical & Administrative Oversight

- Provide clinical and administrative supervision to program supervisors and/or direct service staff in accordance with New Mexico licensure and supervisory certification standards.
- Ensure appropriate supervision structures are maintained for non-independently licensed staff and Community Support Workers.
- Support staff performance, professional development, and adherence to clinical and documentation standards.
- Ensure assessments, service plans, progress notes, and discharge documentation meet Medicaid, Managed Care Organization, and HMS requirements.

Access, Scheduling & Continuity of Care

- Monitor program capacity, access, and caseload distribution to ensure timely service delivery and minimize access gaps.

- Collaborate with scheduling, clinic leadership, and administrative teams to maintain continuity of care and consistent scheduling practices.
- Support coverage planning and care transitions during staff absences, vacancies, or program changes.
- Ensure continuity of care for patients during provider transitions or program adjustments.

Compliance, Quality & Performance

- Ensure program compliance with all applicable federal, state, Medicaid (MAD), and Managed Care Organization requirements related to CCSS and PSR.
- Monitor productivity, service utilization, documentation timeliness, and quality metrics.
- Prepare programs for audits, site visits, and reviews; lead corrective actions as needed.
- Implement and support continuous quality improvement initiatives aligned with HMS standards.

Collaboration & Reporting

- Analyze program performance data and prepare reports for senior leadership as requested.
- Collaborate with medical, behavioral health, and operations teams to support integrated care delivery.
- Engage with community partners, referral sources, and stakeholders to strengthen coordination of services.
- Understands and maintains HIPAA and 42CFR Part 2 confidentiality standards relative to Hidalgo Medical Services.
- The delivery of quality services and positive interaction with all our customers, internal and external, is critical to the completion of all the tasks within this job description, and 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 and the guidelines and code of ethics of the appropriate professional association.
- Performs and/or coordinates other special assignments and tasks, as required by the Chief Mental Health Officer.

Minimum Qualifications

- Master's degree in social work, Counseling, Clinical Psychology, Marriage & Family Therapy, or a related behavioral health field.
- Independent clinical licensure in the State of New Mexico (LCSW/LISW, LPCC, LMFT, or LPAT).
- Behavioral Health Supervisory Certification or ability to obtain within required timeframe.
- Minimum of three (3) years of post-graduate clinical experience in community behavioral health.

- Minimum of two (2) years of supervisory or program leadership experience.

Preferred staff qualifications

- Experience overseeing CCSS and/or PSR programs in New Mexico.
- Prior leadership experience within a Federally Qualified Health Center (FQHC) or rural healthcare organization.
- Experience with Medicaid audits, Managed Care Organization oversight, or quality improvement initiatives.
- Knowledge of Serious Mental Illness (SMI), co-occurring disorders, and rehabilitation-focused service models.
- Bilingual (Spanish/English) proficiency preferred.

Desired Skills and Abilities

- Strong leadership, coaching, and team development skills.
- In-depth knowledge of Medicaid behavioral health regulations and community-based services.
- Ability to balance clinical, operational, and compliance priorities in a complex environment.
- Excellent written and verbal communication skills.
- Commitment to patient-centered, recovery-oriented, and culturally responsive care.

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