



California Institute for Behavioral Health Solutions Job Description

Employee's Name:
Job Title: Senior Associate
Department: Practice Implementation and Improvement
Reports To: Director
Salary Range: \$95,000 - \$110,000
FLSA Status: Exempt
Prepared By: Human Resources
Prepared Date: December 2022

Our Values: Recovery & Resiliency, Anti-Racist, Innovation, Continuous Improvement, Customer Commitment, Cultural & Linguistic Inclusion, Outcomes-Driven, & Health Equity.

Position Summary: The CIBHS Senior Associate position is one that requires a person who works well within a team environment; can make independent and autonomous decisions; has strong critical thinking skills; has a clinical background and network; is energetic, innovative, and detail-oriented; has strong organizational and communication skills and is responsive to customer needs. This position must also be comfortable being entrepreneurial and monetizing CIBHS values. Working under the direct supervision of a CIBHS Director, this position is responsible for business development, writing of proposals, research, budgeting, contracts, planning and implementation of CIBHS projects which may include training and technical assistance; invoicing for work performed; and other activities requested by CIBHS customers.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Business Development (25%)
 - Develop customer relations and engage in business discussions with prospective customers.
 - Collaborate with Director to conceptualize the overall body of work to be delivered to the customer and determine alignment with CIBHS mission, vision, values, and strategic priorities. Engage in necessary research to support development of various projects.
 - Collaborate with all CIBHS teams to develop training.
 - Develop, draft and implement business proposals.
 - Directly participate in negotiating contracts, project deliverables and costs with the customer.
 - Develop budgets, using the CIBHS cost calculator, under the guidance of a CIBHS Director.
 - Communicate business proposal details to customers in person or via online meeting.
- Project Planning & Customer Engagement (30%)
 - Independently lead the contract development process with customer to determine who will initiate the contract.
 - Under the guidance of a CIBHS Director, assemble all needed customer contract content and work closely with the CIBHS Contracts Department and customer to ensure timely execution of the contract.
 - Work with customer to determine whether there is a need for a consultant.



- Engage consultants/content experts regarding the project scope of work and associated costs and oversee consultant's project work.
- Produce CIBHS Request for Consultant Services (RFCS) form that delineates scope of work and corresponding fee structure, clearly articulating and communicating all terms and expectations of the consultant contact.
- Meet with customer to determine project timelines; provide needed information to Project Coordinator to develop project timeline spreadsheet; and engage customer in discussions regarding project dependencies on the customer side, i.e., staffing and resource considerations that might impact timeline, etc.
- **Project Implementation (30%)**
 - Work with customer from project commencement through to project conclusion to ensure the timeliness of project deadlines and deliverables.
 - Engage with customer to decide on specific workshop/webinar content and develop workshop/webinar materials including approval of consultant materials to ensure consistency with CIBHS mission, vision, and values.
 - Lead or co-lead, host, and moderate workshops/webinars.
 - Provide customer technical assistance as per parameters of the contract.
 - Write reports, papers and toolkits to be published, archived and/or presented.
 - Initiate all project-related invoicing and follow-up on outstanding payments when necessary.
 - Work with Director to develop in-house and/or external evaluations.
 - For large CIBHS conferences/convenings, participate and take the lead in the engagement of stakeholders/presenters; development of conference/convening agendas; research of topics; and reviewing presentation proposal/materials.
 - Work with a CIBHS Director on marketing/outreach/dissemination strategy for work products and deliverables as needed.
- **Other Essential Duties (15%)**
 - Regular, predictable attendance is required.
 - Ability to get along and work effectively with others.
 - Attend conferences to network, generate business and develop expertise as assigned.
 - Attend CIBHS staff meetings, project managers meetings and team meetings.
 - Adhere to all CIBHS policies and procedures.
 - Attend meetings/events in-person as required.

Supervisory Responsibilities:

This position has no supervisory duties.

Measures of Performance: The Senior Associate shall be considered to be performing in an acceptable manner when the following have been accomplished:

1. *Analytical Thinking* - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Makes a systematic comparison of two or more alternatives; Notices discrepancies and inconsistencies in available information; Approaches a complex task or problem by breaking it down into its component parts and considering each part in detail; Weighs the cost, benefits, risks, and chances for success in making a decision; Designs work flows and procedures.

2. *Problem Solving* - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
3. *Forward Thinking* - Anticipates possible problems and develops contingency plans in advance; Notices trends in the industry or marketplace and develops plans to prepare for opportunities or problems; Anticipates the consequences of situations and information, and plans accordingly; Anticipates how individuals and groups will react to situation and information and plans accordingly.
4. *Project Management* - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages multiple projects at once; Manages project team activities.
5. *Technical Skills* - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others; Effectively applies technical knowledge to solve a range of problems; Possesses an in-depth knowledge and skill in a technical area; Develops technical solutions to new or highly complex problems that cannot be solved using existing methods or approaches; Is sought out as an expert to provide advice or solutions in his/her technical area.
6. *Customer Service* - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
7. *Interpersonal Skills* - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
8. *Oral Communication* - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Tailors the content of speech to the level and experience of the audience; Uses appropriate grammar and choice of words in oral speech; Organizes ideas clearly in oral speech; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
9. *Written Communication* - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
10. *Teamwork* - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Listens and responds constructively to other team members' ideas; Offers support for others' ideas and proposals; Is open with other team members about his/her concerns; Expresses disagreement constructively.
11. *Quality Management* - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

12. *Cost Consciousness* - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
13. *Diversity* - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
14. *Ethics* - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
15. *Judgment* - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
16. *Motivation* - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
17. *Professionalism* - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
18. *Adaptability* - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent changes, delays, or unexpected events.
19. *Attendance/Punctuality* - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
20. *Dependability* - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.
21. *Flexibility* - Is able to see the merits of perspectives other than his/her own; Demonstrates openness to new organizational structures, procedures, and technologies; Switches to a different strategy when an initially selected one is unsuccessful; Demonstrates willingness to modify a strongly held position in the face contrary to evidence.
22. *Initiative* - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Identifies what needs to be done and takes action before being asked or the situation requires it; Does more than what is normally required in a situation; Seeks out others involved in a situation to learn their perspectives; Looks for and takes advantage of opportunities; Asks for and offers help when needed.



23. *Customer Orientation* - Quickly and effectively solves customer problems; Talks to customers to find out what they want and how satisfied they are with what they are getting; Lets customers know that he/she is willing to work with them to meet their needs; Finds ways to measure and track customer satisfaction.

24. *Thoroughness* - Sets up procedures to ensure high quality of work; Monitors the quality of work; Verifies information; Checks the accuracy of own and others work.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Clinical license (LMFT/LCSW) strongly preferred. Master's degree or above in behavioral health related field or bachelor's degree with lived experience as a consumer or family member. Licensed or licensed eligible.

Language Skills:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, members, governmental bodies/boards, and the general public.

Mathematical Skills:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software and the Microsoft Office Suite of products.

Other Skills and Abilities:

- Advance communication skills both oral and written.
- Demonstrated strategic planning, group facilitation, presentation, leadership, and problem-solving skills.
- Flexible and able to work independently.
- Demonstrated content expertise in topics related to health care service delivery or program implementation.
- Ability to package and market training and technical assistance products.
- Advanced management and team leadership skills.



- Must have the knowledge of the California public behavioral health system and / or the health care service delivery system.
- Ability to connect customer needs throughout the community.
- Ability to conduct work through a DEI lens.
- Able to work with diverse groups and communities.
- Ability to manage budgets, timelines.
- Develop and implement project plans.
- Ability to travel within State and occasionally nationally including air travel and overnight stays.

Physical and Emotional Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The inability to cope with a stressful work environment does not constitute a protected disability.

While performing the duties of this job, the employee is frequently required to sit. The employee is occasionally required to stand; walk; The employee must occasionally lift and/or move up to twenty-five pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

Acknowledgements: I have reviewed and understand the above job description and believe it to be accurate and complete. I also understand that the company retains the right to change this job description at any time. I also understand that this job description is not a contract for work.

I certify that I possess all of the “Essential Requirements” of the job outlined herein, except as noted here (If none, so state): _____

I certify that I am fully capable (with or without a reasonable accommodation) of performing all of the essential functions documented herein, and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.

I do not require an accommodation in order to perform the essential functions of this job as indicated in this job description.

I require an accommodation in order to perform the essential function of this job as indicated on this job description. The accommodation I require is:



I understand, and fully agree, that this job description does not constitute a written or implied contract for employment and that my employment relationship with the company is “at will,” for an unspecified duration, and may be terminated at any time by me or the company as specified by Section 2922 of the California Labor Code.

I understand that I am an exempt employee and therefore, may be required to work in excess of 40 hours per week without overtime compensation.

Employee’s Signature

Date

Supervisor’s Signature

Date