



the brookline center
for COMMUNITY MENTAL HEALTH

Outpatient Team Lead – Collaborative Care

The Brookline Center has been known throughout its history for ground-breaking, high quality, accessible mental health care. In response to today's mental health landscape, the Center is re-imagining its core work as the transformation of mental health care through the design, development and dissemination of mental health programs and services at the intersection of systems. While our outpatient clinic cares primarily for children and adults in Brookline and neighboring communities, much of the Center's work extends beyond Brookline and has a statewide, regional, and national impact.

If you are interested in shaping the future of mental health and ensuring that care is effective and equitable for all, we would love to meet you.

Learn more about our work and impact at www.brooklinecenter.org.

POSITION SUMMARY

Each Outpatient Team Lead is a member of a dynamic and collaborative team of clinical managers who work to oversee the day-to-day operations of the Center's 'core' Outpatient clinical services and is responsible for a team of mental health clinicians and other professionals. The Outpatient Team Leads are responsible for productivity, quality, compliance, management, clinical supervision and development for their teams while maintaining their own client caseload. They also collaborate to ensure coordination of resources and smooth implementation of clinical services that are culturally responsive, high quality, and evidence-based. This position includes particular focus and responsibility for the Collaborative Care Model service and team, though the focus may evolve over time.

The Collaborative Care Model (CoCM) is an integrated behavioral health care model designed to meet the needs of primary care patients and providers. CoCM brings together an interdisciplinary team including a primary care provider (PCP) or specialty medical provider (ex. OBGYN, oncologist, etc.), a behavioral health care manager (BHCM), and a psychiatric consultant to deliver high-quality, patient-centered mental health care where the patient is already receiving care. The Brookline Center partners with primary care and pediatric practices by embedding behavioral health staff and resources to implement the Collaborative Care model.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- As a manager of clinical providers:
 - Serves as primary contact for Collaborative Care team members.
 - Responsible for staff hiring, onboarding, and performance management for team members including regular performance reviews and interventional improvement plans when needed.
 - Plans and directs the work of team members, addressing issues and proactively facilitating problem resolution.
 - Monitors and ensures productivity targets and quality standards are achieved in collaboration with Center leadership as well as program sites and partnerships.
 - Ensures the quality and timely completion of clinical documentation, including accurate and compliant clinical charts and follows up on all clinical documentation timelines and requirements.
 - As a pilot project, the CoCM Team Lead will perform ongoing evaluation and performance analysis to optimize effectiveness in fulfillment of the program's mission.

- Evaluate patient needs using protocols, assess urgency, and prioritize care/referrals.
- As a member of the clinical management team:
 - Have shared responsibility for the daily clinical operations of the 'core' Outpatient Services. This includes collaboration, problem-solving, and being a resource to Partner Sites, Admin Team, Revenue Team, Intake, Facilities, and clinical providers themselves.
 - Works to implement and improve equitable and inclusive clinical policies and procedures that foster service excellence, equity, and support diversity.
 - Contributes to the development and implementation of new programs, services, and specialties.
 - Represents the Center with community partners.
 - Participates in layer 2 of on-call system, provides same day consultation for crises management, high risk or complex cases, and participates in physical office coverage. Travel to partner locations required.
 - Participates as a clinical manager in licensed physical office coverage, usually including one evening/week until close.
 - Collaborates with other clinical and operations managers to identify areas for improvement around strategic priorities. May serve as project lead or contributor to move initiatives to completion.
 - Participate in planning and developing training (specialized, general, etc.) for clinical staff members across programs.
- As a clinical provider: 10-20% direct clinical care in Collaborative Care Program
 - Maintains a caseload of Collaborative Care patients from partner practices.
 - Attends trainings to stay up to date with therapy approaches and best practices in the field.

EDUCATION and/or EXPERIENCE

- Master's level degree or above, with independent license - LICSW, LMHC, LMFT, PhD/Psyd, MD
- Preferred Qualifications: 5+ years direct clinical care, 2+ years clinical supervision, and ideally, 2+ years program and/or people management.

QUALIFICATIONS

- Works effectively in a culture of collaboration, continuous learning, and commitment to providing excellent care to all members of our community.
- Commitment to providing quality behavioral mental health services to diverse and underserved communities.
- Experience implementing various evidence-based behavioral health modalities (measurement-based care, CBT, DBT, solution-focused treatment, motivational interviewing, etc.)
- Comfort working with patients across the life span (children and families through older adults)
- Strong leadership skills.
- Knowledge and experience working within behavioral health regulatory requirements/compliance.
- Ability to manage multiple and competing demands on a daily basis.
- Ability to function in a calm and effective manner during crisis situations.
- Demonstrated sound clinical competence and judgment.
- Knowledge of community resources.
- Ability to write routine reports and correspondence.
- Ability to utilize data gathering systems and analyze data for reporting and decision making.
- Effective verbal and written communication skills

- Ability to solve problems and deal with a variety of complex variables in situations where only limited standardization exists.
- Ability to gather data, compile information, and prepare reports.
- Digital fluency including experience with electronic medical records and MS Office; demonstrated track record of learning and incorporating new systems into workflow.

SALARY, HOURS AND BENEFITS

Salary range: \$76,000-\$90,000 annually.

Placement within this range will depend on factors including the candidate's relevant experience, demonstrated skills, alignment with the role's responsibilities and internal equity. While the posted range represents our good-faith expectation of compensation for this position, the actual salary offered may fall toward the lower end of the range for individuals who are still developing skills or experience aligned with the role's full scope.

This is a full-time, hybrid (40 hours/week) Monday – Friday position with the option for Saturday hours.

Benefits:

- Employer matched 403(b) Plan
- Life Insurance.
- Long term Disability Insurance
- Health Insurance, Dental and Vision
- Healthcare FSA and Dependent Care FSA, and Health Savings Account
- Paid Family Medical Leave benefits
- Generous Vacation (3weeks first year, 4 weeks 2nd year) Sick (3 weeks) and Personal Time (4 days)
- 12 Paid Holidays and 1 Floating Holiday

Equal employment opportunity

The Brookline Center is an equal opportunity employer, committed to workplace diversity. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.