



EFL Associates

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**DIVERSUS HEALTH
VICE PRESIDENT, CLINICAL SERVICES**

POSITION SPECIFICATIONS

CLIENT

Our client, **Diversus Health** (formerly **AspenPointe**) is a community mental health center focused on providing mental health services across El Paso, Park, and Teller Counties in the Pikes Peak region. **Diversus Health** provides four core service areas that are designed to work either independently or in conjunction with each other to help individuals and families lead, a fuller, healthier life. These four core service areas are:

- **Addiction Services** – Specialized outpatient substance use treatment for adolescents and adults.
- **Counseling Services** – Patient-focused, goal-driven treatments for timely results and long-term recovery.
- **Psychiatric Services** – Cohesive, collaborative care in a supportive environment when medications are needed.
- **Crisis Services** – Open 24/7 for drop-in or telephone crisis hotline.

Diversus Health has been providing services for over 146 years and soundly believes in the notion that quality mental and behavioral healthcare services are a key part of a thriving community. As an organization, **Diversus Health** has developed strategic priorities around five areas – guided by the philosophy that supporting our clients and employees through quality care, unique experiences, and sound business practices will enable the organization to continue to operate as a strong community partner.

Diversus Health mission:

Provide exceptional behavioral health care to our community one person at a time.

As one of the largest nonprofits in Colorado Springs, **Diversus Health** traces its roots back over 145 years, when the organization was rooted in human service and known as the Springs Relief Society and delivered coal, lumber and clothing to people in need and served as the genesis of what today is one of the largest behavior and mental health service providers in the Pikes Peak region.

Diversus Health collaborates with clergy, educators, employers and other and human service organizations and the legal/criminal justice system in the region to leverage collective resources to better the community and lives of its residents.

In 2022, **Diversus Health** provided services to 13,448 clients through locations in El Paso, Park and Teller counties, as well as through telehealth services. **Diversus Health** employs a workforce of approximately 405 and operates a \$63+ million budget with revenues generated through Medicaid net client and third-party revenue, Federal and State revenue, local government contracts, and community philanthropic support.

For more information about **Diversus Health** please refer to www.diversushealth.org

ABOUT COLORADO SPRINGS

This position is located at **Diversus Health's** headquarters in scenic Colorado Springs, Colorado.

Situated at the base of one of America's most famous mountains, Pikes Peak, Colorado Springs is Colorado's second largest city (population of roughly 450,000). The City is nestled on the eastern edge of the southern



Rockies and is home to a diverse array of organizations including the United States Olympic Committee and training center, numerous military installations, including the Air Force Academy, and the world-famous Broadmoor Hotel. The City offers a wide variety of cultural attractions, fine dining, great schools and abundant recreational opportunities throughout the year. The City enjoys a semi-arid four-season climate with moderate winter snowfall and abundant sunshine. Colorado Springs was recently ranked second in this year's list of "Best Places to Live" by U.S. News & World Report magazine.

For more information about the Greater Colorado Springs area, please refer to:

Colorado Springs EDC & Chamber
Visit Colorado Springs website
Colorado Springs Event Guide
Colorado Springs Gazette

www.choosecoloradosprings.com
www.visitcos.com
www.coloradosprings.com
www.gazette.com

THE PERSON

Under direction of the Chief Clinical Officer (CCO), the **Vice President, Clinical Services** oversees clinical care services, to include but not limited to outpatient mental health & substance use disorder services and intensive outpatient services. This role ensures **Diversus Health's** service delivery outcomes are operationalized according to

the vision and mission of the organization and all industry standards of care practices. The successful candidate engages as a collaborative member of the executive leadership team to support system alignment and serves an active role in staff, client and community engagement. This position serves as the compliance point of contact for Outpatient Counseling services. The position will be responsible for driving and meeting compliance related requirements specific to this area.

This role will be based in **Diversus Health's** corporate offices with travel to their various clinical sites (five clinics in Colorado Springs and four rural locations). The **Vice President, Clinical Services** also oversees telehealth services. The successful candidate will manage a \$14-\$18M administrative budget and direct a total staff complement of approximately 100 staff through three direct reports comprised of the Director, Adult Services, Director, Youth and Family Services, and the Director of Addiction Services.

Key strategic initiatives ahead for this role include continued progress on each of the following:

- Culture Work/Talent Elevated
- Lean Six Sigma
- Same Day Access
- Clinician Performance Incentives
- Value-Based Care

Essential Functions include:

- Operationalizes **Diversus Health's** vision for expansion and excellence as it relates to clinical initiatives, quality outcome plans and policies/procedures that inform **Diversus Health's** continuum of care.
- Assures implementation of established quality metrics that meet all regulatory, credentialing, and compliance requirements and monitors quality of care outcomes across the continuum, to include peer and chart review processes.
- Assures full utilization of, and fidelity to, evidence-based practices that are implemented at **Diversus Health** and develops and monitors internal utilization management through standards of care.
- Ensures that strategic initiatives are implemented successfully and partners with the chief clinical and medical offices to ensure clinical guidelines are met consistently across service lines.
- Works with VP of Operations & VP, Psychiatric Services to ensure that clinic routines and administrative workflows are efficient for client access and optimizes staff resources across service lines to meet performance targets.
- Uses financial information and outcomes to inform or drive programmatic decisions and performance management of staff.
- Explores and tracks developments in the field of client access management and evidence-based practice to deliver resources and to improve operations and drive service delivery success.
- Evaluates and optimizes performance of each service line, including access, quality outcomes and program efficiencies.
- Fosters positive community partnerships and inter-department collaboration and actively participates in community engagement events.

- Serves as liaison between directors, clinical staff, and the chief clinical office to drive quality relationships, task management and coaching to promote leadership development of staff at all levels.
- Models **Diversus Health's** values to drive healthy organizational culture and professional development goals.
- Evaluates and supports Director performances in the areas of leadership skills, clinical skills, and operational progress towards **Diversus Health's** performance goals.
- Identifies and minimizes liability to the organization by anticipating problems, evaluating magnitude of problems, and taking actions to correct problems and/or reduce risks.
- Ensures department directors have access to, and utilize, all organizational resources to achieve best clinical outcomes including, but not limited to peer-reviews, individual and group supervision, inter-agency training, community-based learning-collaboratives, and continuing education.
- Partners with Human Resources to focus on staff retention, performance management, and recruitment of clinical staff.
- This position is considered a key position to the organization.
- The environment at **Diversus Health** is fluid and roles and responsibilities may be altered to accommodate changing business conditions and objectives. Employees may be asked to perform duties that are outside of specific work that is listed within their job descriptions. This position may require you to work standard hours, as well as flexible hours both before and after standard hours, and may include work in excess of 40 hours in a work week as necessary to the position's needs.
- *Mobility Clause: Based on business need, this position may be needed to work and/or travel on a temporary basis at any premises which the agency currently has or may subsequently acquire or at any premises at which it may from time to time provide services. This position may require that the employee travel with or without notice as needed within the scope of the position responsibility.*

KNOWLEDGE, SKILLS, & ABILITIES

- Licensed Clinician (LCSW, LPC, LMFT, Licensed Psychologist) in good standing in the state of Colorado.
- Five (5) years of supervisory/management experience in a healthcare/client care business.
- Demonstrated leadership in developing and providing clinic and community-based services across the lifespan
- Demonstrated history of leading/managing to establish performance metrics, including quality, quantity and cost.
- Demonstrated leadership in driving operational efficiency through workflow design, organizational alignment, technology, and workforce planning.
- Demonstrated ability to recruit, develop and retain a high performing workforce. Demonstrated leadership in network management and provider relations, and a history of successfully applying managed care principles to improve service delivery and reduce costs.
- Excellent interpersonal, verbal, written, and organizational skills.
- Embodies a commitment to:

- Passion: a commitment to being present in the moment to create excitement and allow individuals to utilize their passion in daily functions. Help individuals connect their daily responsibilities with **Diversus Health's** larger mission
 - Humility: Level setting with all parties and advocates for all voices within **Diversus Health**
 - Corporate Citizenship: continued commitment to behave ethically and contribute to economic development while improving the quality of life of our workforce and their families, as well as of the local community and society at large.
 - Value in diversity: ability to recognize the value in differing perspectives, culture, etc., and leveraging those diverse components to develop experiences aligned with our internal and external communities.
- Innovation: thinking differently than the status quo to explore opportunities that provide a competitive advantage.
 - FUN: Contribute to, and be part of, an environment where individuals feel joy, comfort and connected to the organization's larger initiatives, while simultaneously experiencing a sense of cultural acceptance and belonging
 - Integration: cross functional implementation of theory, principles, and best practices from across the behavioral health industry to improve execution of strategies and deliver high quality experiences
- Excellence: unwavering commitment to work that reflects the standard our colleagues and persons expect and deserve.
 - Transparency: communication, steward of resources, and the mistakes one makes (Fail/Fail Fast/Fail Fast Forward), while giving credit where it is due.
 - Safety: speaks to interconnectedness of all facets (departments and personnel) of the organization

COMPENSATION

The projected compensation range for the successful candidate will be competitive and in accordance with the background and experience of the selected individual. The envisioned base compensation range is \$115,000 to \$140,000. Compensation is supplemented by a performance incentive and a benefits package that includes a 401(k) program with company match, participation in a 457(b) deferred compensation plan, medical, dental, life, long term disability insurance, a monthly vehicle and internet stipend, personal development reimbursement, and a generous PTO policy. This position is also eligible for a performance bonus of up to 10% of base salary. Relocation assistance, if needed, will be negotiated on an individual basis.

NON-DISCRIMINATION

Diversus Health and EFL Associates firmly support the principle and philosophy of equal opportunity for all individuals, regardless of age, race, gender, creed, national origin, disability, veteran status or any other legally protected categories.

APPLICATION PROCESS

Diversus Health is committed to a search process that is objective and transparent and has retained EFL Associates to manage the process. Interested parties should refrain from contacting **Diversus Health** leadership team members and instead direct all inquiries to EFL Associates.

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