

Magellan Behavioral Health, Inc.

Job Description

JOB TITLE: Program Director, Military Family Life Counseling (MFLC)	FLSA STATUS: Exempt
DEPARTMENT TITLE: MFLC Program Management	DEPARTMENT:
REPORT TO: Senior VP SBU	JOB CODE: OP5120E
LOCATION: Columbia, Maryland, Washington, D.C.	GRADE: 43
DATE CREATED: 01/13/11	DATE REVISED:

JOB SUMMARY

Responsible for the daily operation of the Military Family Life Counseling (MFLC) program. Accountable for building day-to-day relationships with the Contract Officer (CO), the Department of Defense (DOD), senior service level representatives and leadership, and setting and carrying out MFLC growth and retention strategies. Develops relationships with other account stakeholders that support the achievement of strategic alignment. Partners with and coordinates Magellan resources to achieve business objectives, maintain account satisfaction, and ensure that Magellan's products and services support customers' needs while achieving acceptable margins.

% of TIME (Total 100)	ESSENTIAL FUNCTIONS
Customer Management	
<ul style="list-style-type: none"> ▪ Own program management and account satisfaction for MFLC program. 	
15	Develop strong relationships with key operational customers, specifically with the CO, COR, DOD and senior leadership of the military branches.
15	Oversee and Direct the delivery of high-quality MFLC and CYB counseling services and ensure that quality management plans and protocols are implemented and that services are delivered in accordance with DOD policies and procedures
15	Oversee and direct the delivery of high-quality PFC services to ensure that quality management plans and protocols are implemented and that services are delivered in accordance with DOD policies and procedures
5	Monitors quality assurance indicators and provides quality oversight with support from dedicated QI staff.
15	present all required reports for MFLC including but not limited to the Weekly OSD Program Manager Report, Monthly Utilization Report (MUR), Ongoing Rotational MFLC Report, Short Term Surge report and others. Proactively identify service or program issues and monitor timely resolution and communicate appropriately.
15	Directs activities and provides strategic direction to all personnel supporting the MFLC program. Responsible for the overall success of the Program.

Book of Business/Financial Management	
10	Ensure financial goals are met, and administrative expenses are managed, and EBIDTA targets achieved for the MFLC account
10	Fully versed in all aspects of the MFLC contract ensuring ongoing contract performance through risk management activities including such items as: assurance of Service Level Agreement performance and adherence to requirements of the account's legal/regulatory environment.

NON-ESSENTIAL FUNCTIONS Performs related duties as required.

REPORTING RELATIONSHIPS

Senior Vice President, Operations
→ **MFLC Program Director**

(Skills necessary to meet minimum performance standards of the position)

Education: HS/GED Associates Degree BA/BS MA/MS/MBA PHD

Field(s) of study: Business, Healthcare or related field

Experience: 0 yrs. 1-3yrs. 3-5yrs. 5-8yrs. > 8yrs.

Industry: Prior military experience as active duty, Guard, or Reserve member (or as a spouse of) required

Job Specific: Six- eight years experience in operations management focus. Minimum of four years management level experience required.

*Equivalent combination of experience and education

*Education and/or experiences may run concurrent

Knowledge, Skills, Abilities:

- Knowledge of armed services programs (military departments and family service type programs).
- Thorough knowledge of account management skills and techniques.
- Minimum two years prior demonstrated multilateral health and wellness program management expertise.
- Ability to demonstrate operational efficiencies and program management results.

Other:

- Demonstrates excellent negotiation and communication skills including a superior ability to brief senior officers and other key constituents.
- Understands financial and quantitative information and has ability to manage operations within budgets.
- Ability to achieve organizational goals through development of effective teams, through awareness of opinions, resolving conflicts and building collaboration among all levels in the organization.
- Motivates and empowers others to attain personal and team goals.
- Customer service orientation (External and Internal).
- Ability to produce quantifiable business result
- Ability to identify problems, recognize symptoms and causes; establish and implement solutions.

Computer Skills: Proficient with the use of Microsoft Office products: Outlook, Word, Excel, PowerPoint Licenses, Certifications, etc.: N/A

PREFERRED QUALIFICATIONS (Additional skills necessary to exceed minimum performance standards)

Education: MBA, MHA

Experience: Operations and Account Management experience in the military setting managing large scale complex projects and programs, behavioral healthcare, Health and Welfare benefits and or health insurance industries. Four to Six years preferred.

TRAVEL REQUIREMENTS

Travel 40% domestic and international.