BUSINESS ANALYST – MANAGED CARE OPERATIONS

Job Title: Business Analyst - Managed Care Operations
Department: Managed Care Operations
Reports To: Senior Business Analyst / Sr. Director, Managed Care Ops
FLSA Status: Non-exempt
Location: Local candidates preferred – Sacramento Corporate Office

CalMHSA is an industry-leading joint powers authority, providing services to California’s County Behavioral Health Departments. We have earned the reputation for asking tough questions, listening well, and building high performing teams to deliver superior results to our members, community and government stakeholders, and Californians. CalMHSA provides administrative, fiscal, and program implementation services to support a variety of innovative mental health solutions.

Individuals with lived mental health experience, family members and care takers of individuals with lived experience, and individuals from racial, ethnic, and culturally diverse communities are strongly encouraged to apply.

Job Summary:

The Business Analyst is responsible for assisting the transformation of clinical and operational processes by providing analytic insight. In collaboration with the other team members, this position will be part of a systematic approach to ensuring compliance across clinical projects and ensuring that program deliverables are met. The Business Analyst will provide support with the goal of enhancing the quality of patient care, using evidence-based practices and critical thought to improve patient outcomes.

The Business Analyst has strong communication and technical skills, has been involved with various levels of complexity, and iterative projects, and has the business experience to understand and communicate with non-technical users. Projects involve relationships with a variety of team members and county contacts.

Key Responsibilities:

- Support Sr. Business Analysts with ensuring compliance across clinical projects pertaining to internal workflow processes and contract management.
- Performs basic analytical and technical work in the formulation and administration of clinical projects.
• Drafts requests for proposals, bids, quotes, information, contracts, reports, financial and other documents as needed.
• Track deliverables, due dates, supporting documents, invoices, and budgets pertaining to various clinical contracts as required.
• Reviews regulatory materials to evaluate program impact and deliverable completion; assists with program/project evaluation, policies and procedures.
• Support in contract development and management through the end of its term.
• Ensure compliance of local, state, and federal reporting requirements.
• Provide clear and succinct updates to internal and external stakeholders.

Required Education/Experience
• Relevant B.A., or 4-5 years of direct Public Administrative experience, or a combination of experience and education.
• Experience working with non-profits, local, state, or federal public agencies. (California County experience preferred).

Skills and Attributes
• General familiarity with public administration and grant and/or contract management, and public funding.
• Previous experience or knowledge of support needed for justice-involved individuals with mental health conditions.
• Strong knowledge of clinical workflow, policies, and procedures within an acute or subacute care facility.
• Experience in analyzing data to draw business-relevant conclusions and in data visualization techniques and tools.
• Experience in managing provider contracts and compliance with contractual obligations.
• Basic knowledge in generating process documentation.
• Strong written and verbal communication skills including technical writing skills.
• Advanced Knowledge of Microsoft Office Suite
• Comfortable working with others and speaking in group settings.
• Ability to:
  o Read and understand local, state, and federal laws and regulations.
  o Use critical thinking to analyze and identity central issues pertaining to the project at hand.
  o Basic Budgeting or Accounting Skills
  o Ability to work under multiple and short deadlines across various unrelated projects or tasks.
  o Ability to work with competing priorities
- Ability to be flexible and responsive to requests
- Ability and willingness to learn new technologies, software, platforms, etc.
- Open to learning new skills and sharing their ideas

**Physical and Sensory Requirements:**
- 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. While performing the duties of this job, the employee is frequently required to sit and stand; use phone and headset; use hands, arms, fingers to type; answer phones; write; use calculator; demonstrate strength to lift and carry materials weighing up to 15 pounds; demonstrate clear vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; and drive a motor vehicle on public roads and highways.

- SENSORY DEMANDS - The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering information which requires attention to detail and high levels of accuracy.

- MENTAL DEMANDS - There are a number of deadlines associated with this position, which may cause significant pressure. The incumbent must also deal with a wide variety of people on various issues.