



Job Announcement: Manager of Policy and Practice Improvement

About Us. Since 1983, the Community Behavioral Health Association of Maryland (CBH) has been the statewide association representing community-based mental health and substance use treatment organizations throughout Maryland. We are a hardworking team of problem-solvers working to improve access to behavioral health treatment and to support providers in improving the quality of care.

For more information about CBH, please visit our website at www.mdcbh.org.

Job Summary. We need a Policy & Practice Improvement Manager to help implement a data warehouse and benchmarking project involving up to 25 of our members. This position will support this and other policy and practice initiatives to maximize value for its target audience, meet funder expectations, and leverage outputs for the benefit of the behavioral health field. This position also assists in the day-to-day operations of the Community Behavioral Health Association of Maryland.

The candidate of our dreams is organized, but not rigid— a “get stuff done” kind of person who can work out a plan of action quickly in the face of ambiguity and changing information (this environment offers a lot of both). You’ll be given goals here, not instructions, and it will be up to you to chart the course and pull in the people you need. We’re looking for an out-of-the-box thinker, but we also need someone with enough experience on traditional operations and communications to know which rules are ready for breaking at which times.

We’re also looking for the sort of person who finds problem-solving fun and who sees multiple paths to the same outcome. We’re a small team with a nonprofit budget, so experience getting creative with limited resources is a plus.

You should also be an OPTIMIST— the kind of person who makes work fun and who naturally enhances collaboration among other team members. We think this will help you say no when you need to and call BS in a friendly way when something just isn’t ready for prime time.

You should have experience on a team using data tools to move the needle on a policy, practice and workflow change goals.

Finally, we need more than a manager— to succeed here, you’ve got to be a creator and a doer. Your job will be to use the tools of a project manager to help our team drive measurable social impact while simultaneously expanding the organization’s reach and strengthening its reputation.

Key Activities.

- Engage with our team by claiming your seat at the strategy table. This position isn’t a support function — it’s integral to our growth and development as an organization.
- Provide project management for multiple CBH initiatives, including development of data warehouse and benchmarking through financial monitoring, leadership, performance monitoring, developing progress reports, and coordination with staff, consultants, contractors and members.



- Identify and develop targeted learning strategies for the benchmarking project, including trainings, workshops and consulting projects, toward the goal of ensuring accurate data collection and effective deployment of data for practice improvement among participating members.
- Aptitude with data analysis, including analyzing trends, compiling data into reports, curiosity about data and data visualization, willingness to question validity and accuracy of data.
- Develop creative strategies for driving behavior change among the members we serve.
- Providing responsive, high quality, issue-related and strategy-based technical assistance to members, as requested.
- Assist in development of reports, papers and policy statements, and support CBH's policy advocacy as needed.

Non-Negotiables.

- *A strong desire to make a BIG, measurable difference*— We're driven by the persistent feeling that we are improving access to treatment and helping our members provide the best possible behavioral health care. To work here, you've got to believe and you've got to be passionate about helping to make it happen. Pragmatists welcome, but no cynics, please!
- *A brain that moves from strategy to the weeds and back*— We're a small team, and being a leader here often means getting in the weeds and helping folks get things done. That doesn't mean you won't be accountable for planning, visioning and strategy. We need someone who can do both!
- *Strong ability to think, plan and lead on your feet*— You'll regularly facilitate member meetings to communicate data, benchmarking and identify needed changes to operational workflows. You'll need to become comfortable quickly with our problem-solving methodology and our approach to group planning. We'll help you!
- *Excellent, fast and adaptive writer*— You'll be writing emails, slides, and briefing papers, usually without much time to plan. You should be very good at both writing and editing.
- *A ferocious dislike of inefficient communication*— You'll structure and develop external communications strategies, but also internal communications. You should cringe at the thought of siloed information flows, run-on sentences, or too many emails about the same exact thing. Help free us and the communities we support from the tyranny of the overloaded inbox!
- *High threshold for direct communication and constructive criticism*— We work on complex, iterative projects. We speak kindly and bluntly, we don't backchannel, we don't take feedback personally, and we have a great time together!
- *At least 5-7 years' experience in public health or behavioral health* — Ideally, you've done project management with demonstrated track record for achieving results.

Location. This position is based in Catonsville, Maryland. It involves occasional travel and calendar flexibility. A working vehicle is required.

Salary. The salary band for this position runs from \$40k to \$60k, depending on experience.

How To Apply. If you're excited about the job, we're excited to meet you! Send your resume, a short email introduction, and a writing sample (no cover letters please) to shannon@mdcbh.org by September 15th. Thanks!