

Performance Managers: HBGI in support of California Behavioral Health Services

The Healthy Brains Global Initiative (HBGI) has a vision to deliver a step-change in mental health, wellbeing and life chances in the communities we serve. We work at the intersection of performance management and mental health, using performance-based contracting to maximize the impact of services.

We have just completed a review of Full Service Partnerships (FSPs) in California, commissioned by California's Mental Health Services Oversight and Accountability Commission (MHSOAC) ¹. FSPs provide intensive assistance to homeless people with severe mental illness.

Following on from this review, we are now looking to build a team of Performance Managers to provide Technical Assistance in California. Our team will work hand-in-hand with the State, county commissioners, delivery partners, service users, families and peers. Our objective will be to strengthen the performance management and accountability of FSPs, and to explore how paying for the outcomes achieved by individual service users could increase impact for everyone.

To join this team, you will have to live and breathe performance! This means:

- You can tell us what performance means on a program targeting the most vulnerable groups, and what drives it.
- You really understand the relationship between operating budgets and performance.
- You put the needs, goals and potential of service users at the heart of delivery.
- You are a wonderful relationship builder and can lead change with sensitivity and humility.

Aligning the definition of success and agreeing how performance will be measured and verified is key. You will provide Technical Assistance across a range of programs with different needs. You will need to lead with agility and take accountability for ensuring the performance of each program you support. You will be supported in this by your team leader (Director for Technical Assistance), our CEO and our Chief Medical Offer.

HBGI is a performance-focused organization, because we want to deliver as many meaningful outcomes for as many people as possible. We approach this challenge collaboratively and with humility, respecting everyone around us and their wellbeing. We actively seek out diversity because it makes us – and our performance – stronger. Many of our current team and Board have lived experience of mental health conditions and our Lived Experience Council is an integral part of the organization.

For full details of the role and how to reply, please see the full job specification below. Applications close on 4th March at 5pm PST.

Full Job Specification

Reporting to: Director of Technical Assistance

Location: Home-based within North America, ideally California. We expect you to operate largely on Pacific Standard Time and to spend at least half your time in California. You must have the right to live and work in the USA.

Salary: \$175,000 per annum FTE for US-based staff (plus pension contributions and health insurance, and 33 days of leave growing to 38).

¹ Towards a New Contracting Model for Full Service Partnerships. <https://www.hbgi.org/reports>

Please note that these roles are contingent on HBGI securing contracts and/or alternative funding to undertake this work in California. We are looking to identify the ideal team so that we are able formally to offer jobs, onboard and mobilise as soon as this is confirmed, which we hope will be in phases during the first half of this year.

Candidate profile

To support the counties of California with the Technical Assistance as required for this role, HBGI is looking for the following background, experience, skills and personal culture:

- A strong operational and delivery background, with direct experience of managing the performance of frontline services, delivered to underserved or marginalized communities. You will really understand the ‘nuts and bolts’ of service delivery;
- A solid working understanding of what is meant by ‘performance’, with clear examples of driving and improving performance, and remedying underperformance;
- A target-driven approach, always focusing on results, understanding the importance of targets and results for the lives of the service users;
- Strong analytical skills, able to understand and interpret programmatic data, and relate that to continuous program improvement;
- The ability and confidence to present sometimes complex data in a clear and simplified way, to a wide-ranging audience;
- Creative and flexible, not bureaucratic or limited to following processes, but able to develop innovations that will deliver higher performance;
- Strong organizational skills, able to project manage program mobilization and manage multiple service providers at different stages of delivery;
- Exceptional interpersonal skills, able to build the necessary relationships with providers supporting and challenging as required;
- Experience engaging and learning from a wide variety of stakeholders including service users and their families, peers, advocates and community partners;
- Intellectual curiosity, not convinced that you have all the answers and open to learn more about outcomes contracting and performance management.
- Possibly training and certification in Project Management, Lean, Agile, Continuous Improvement and related topics. However, we value above all the ability to demonstrate the practical (and flexible) application of these sorts of principles rather than paper qualifications.

We don’t expect you to be the finished article; we will support your development journey, guiding your learning and growth. But we do want you to have high levels of energy and be self-driven and proactive. We are looking to change millions of life chances, and in the process, show the world that there is a better way to fund and manage programs like this. We love what we do and we have lots of fun together doing it, but everything we do is about maximizing performance and we set the bar very high.

Terms of Employment

Salary, pension & health insurance: \$175,000 per annum FTE. HBGI will contribute up to 10% to a pension, matched against your contribution. We also pay for health insurance.

To make sure you can participate actively in our largely virtual business, you will need to organize your own technology, including a laptop, internet connection and telephone.

Our normal full-time working week is 40 hours. You can plan these hours to suit you within the working week (Monday-Friday) but must take business needs into account, i.e. be available for meetings when needed. You must inform your team and line manager of your plans.

At HBGI, we care about your wellbeing and want you to take time for yourself. It's important to switch off at the end of the day and over the weekend to recharge your batteries. That's why we keep Fridays free of internal meetings, so you can end your week on a positive note, with your to-do list clear. You are expected to reflect this with your team.

The full-time paid, annual holiday allowance is 33 days. This total is inclusive of all federal and state holidays – they will not be in addition to the 33 days leave. After the first year, this then increases by a day a year until it reaches 38 (including national holidays).

We are committed to recruiting the best, most diverse HBGI team. We do not tolerate any form of negative discrimination, abuse, office politics or bullying.

How to apply

Please send: a) an up-to-date resume (no more than 3 pages), explaining any gaps, and; b) a covering letter, no more than two pages which addresses the following:

- What motivates you and why do you want this role?
- Give us an example of when you carried out and communicated complex analysis that led to change and performance improvement.
- Give us an example of when you have had to engage with stakeholders to overcome a barrier to project delivery.
- What, in your opinion, is the main reason why so many people end up homeless in California?
- What do you think successful outcomes look like for homeless people with serious mental illness and what is the best way to achieve these?

Please email your application to opportunities@hbgi.org with **Performance Manager (FSPs)** in the subject line.

The closing date is **4th March 2024** at 5pm Pacific Standard Time.

We expect interviews to take place late March / early April.

Please ensure you have provided all the detail outlined above in order for us to consider your application.

Given the very high volume of applications, we greatly regret that we cannot provide individual feedback and will only follow-up with short-listed candidates.