



POSITION PROFILE

Mental Health Program Analyst

Rancho Cordova, California

April 5, 2018

ABOUT George Hills

George Hills (George Hills) was founded in 1954 with the intention to revolutionize claims administration by creating a culture focused on innovation and excellent service. By applying creative minds to old, familiar claims handling policies, George Hills has developed best practice procedures for claims administration that reflect our goal to provide our clients with the service and results they deserve. George Hills’ culture of creative solutions and customer appreciation is maintained by hiring people with similar professional values and providing them with the state-of-the-art tools they need to deliver the superior service and reports that George Hills has become known for.

Today, George Hills employs 30 experienced claims handling/incident management professionals, and 14 full-time corporate and support staff employees. With seven (7) offices throughout the State of California, George Hills works with over 100 diverse clients, including counties, cities, school districts, insurance carriers, joint powers authorities, and agencies. Our firm’s extensive California public entity claims handling history, along with our specific focus on property and liability third party administration, has resulted in George Hills’ specialized knowledge of public entity oversight and claims handling needs.

Mission Statement

To be California’s leading TPA and JPA management firm.

Purpose Statement

Protecting and enhancing the assets of our clients.

Values

- Honesty, Integrity, and Accountability**
- Customer Satisfaction**
- Financial Stewardship**
- Loyalty and Commitment**
- Continuous Improvement**

- Inherent in our everyday actions
- Exceeding expectations is our goal
- Critical to our collective success
- Earned through trust between employee and employer
- Encouraged and supported as leaders in the industry



Position Overview

George Hills Company is seeking a Program Analyst to assist in the operation of our client, California Mental Health Services Authority (CalMHSA). CalMHSA is an Independent Administrative and Fiscal Government Agency focused on the efficient implementation of California mental health projects. Currently CalMHSA administers statewide and regional prevention and early intervention programs, aimed at preventing suicide, reducing stigma and discrimination for people with mental illness, and improving student mental health. CalMHSA also administers an independent statewide evaluation contract for these programs.

This position is ideal for a current or recent graduate student of social work, public policy, sociology, psychology, public administration, communications, public health or health administration. The candidate must have excellent oral and written skills, critical thinking and problem-solving skills. Must be flexible, able to work independently, follow established time-lines, ability to manage multiple projects and anticipate the needs of management.

The Program Analyst will assist Program Staff in monitoring multiple large contracts, by reviewing and tracking contract deliverables, and facilitating communication and coordination between Program Managers, contractors, and other partner organizations.

Education and Experience

- Some knowledge of public health and mental health systems and/or public policy and administration.
- Lived experience of a mental health challenge, either personally or as a family member or caregiver of someone living with a mental health challenge.
- The ability to conduct and work ethically and with integrity at all times.
- Ability to acknowledge the confidential nature of position duties.
- Excellent oral and written skills, analytical and critical thinking and problem-solving skills.
- Ability to manage time and priorities.
- Ability to ensure accuracy and completeness of work.
- Advanced working knowledge of all Microsoft Office applications – Excel, Word, Outlook, and PowerPoint.
- Maintain healthy collaborative relationships with clients and staff.

Benefits

- Medical paid 75% for employee
- Dental, vision, long term disability and life insurance paid 100% for employee
- 15–20 days of PTO per year (dependent on length of service)
- 11 paid holidays
- 401K with employer match
- Employee Assistance Program for employee and dependents

Application Process

1. Submit a GH application with cover letter and resume to maya.maas@georgehills.com—no walk-ins please.
2. Resumes will be reviewed by HR staff and the supervising manager.
3. Phone screenings will be conducted by HR staff.
4. One to two in person interviews will be conducted with the supervising manager and other GH staff.
5. Following the first interview, candidates may be asked to complete an assessment related to the position for which they are interviewing.

The purpose of this profile is to provide general information and assist potential candidates in determining interest in applying for this position. The information provided is not all-inclusive.