



JULY 2019
FLSA: EXEMPT
Bargaining Unit: MA
JCN: 0226

MANAGER OF MENTAL HEALTH PROGRAMS

DEFINITION & DISTINGUISHING CHARACTERISTICS

Definition:

Under direction, plans, organizes and directs the operation of specialized mental health in- and out-patient treatment programs, and provides expert professional assistance to County staff and outside agencies in areas of responsibility, including servicing in the departmental management team.

Distinguishing Characteristics:

Under general direction, plans, organizes, manages, and directs the administrative and operational activities and services for major programs within the Health and Human Services Agency Behavioral Health Division, strategically designed to provide integrated services to targeted populations, such as seniors and adults, and adolescents and children; operational responsibilities include the direct delivery of outpatient behavioral health services to clients; develops and directs the implementation of goals, objectives, policies, procedures, and work standards; directs the work of clinical, supervisory, professional, technical, and administrative support program staff, as well as contract service providers; and, performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over clinical, supervisory, professional, technical, and administrative support program staff.

CLASS CHARACTERISTICS

This is a management level class in the Mental Health Division of the Health and Human Services Agency with responsibility for classification responsible for planning, organizing, managing, and evaluating the administration of out-patient mental health programs or the County's in-patient psychiatric facility multiple major programs and services within the Health and Human Services Agency Behavioral Health Division. Responsibilities include developing strategies and implementing policies and procedures for service integration across multiple populations, budget administration and reporting, and program evaluation. Incumbents assume an active leadership role in program planning, development, implementation and evaluation and are responsible for assigned mental health professional, paraprofessional and office support staff that provide mental health services in a variety serve as a clinical and professional-level resource for organizational, managerial, and operational analyses and studies. Performance of settings. the work requires the use of considerable independence, initiative, and discretion within established guidelines.

This class is distinguished from the Assistant Sr. Health and Human Services Program Manager by its responsibility for multiple program integration and implementation strategies across different targeted populations, such as seniors and adults, and adolescents and children.

This class is further distinguished from the Deputy Director of Health services in that the latter has day-to-day management responsibility for all County mental/behavioral health programs, activities, facilities and operations.

EXAMPLES OF ~~ESSENTIAL~~TYPICAL JOB FUNCTIONS (Illustrative Only)

~~Assists in the development~~

- ~~Managers, Plans, organizes, coordinates, and implementation of directs the administrative and operational activities and services of assigned behavioral health programs strategically designed to deliver integrated services to targeted populations, such as seniors and adults, and adolescents and children.~~
- ~~Collaborates with management and executives to strategically determine and set program goals, and objectives; based on outcome, implements policies, procedures and, work standards for in and out-patient programs within, and controls to meet those goals and objectives.~~
- ~~Directs the mental department treatment administered through, and operation of, the County's outpatient behavioral health facilities; assesses the need for changes to policies or programs based on initiatives to improve services, initiate new services, modify programs, or implement cross-collaborative services; maintains established standards of behavioral health treatment and ensures services are rendered in conformance with policy and procedural guidelines.~~
- ~~Participates in the preparation and administration of both division and program budgets.~~
- ~~Organizes, assigns, reviews and evaluates the work of assigned staff and interdisciplinary treatment teams; provides administrative and clinical supervision to staff.~~
- ~~Participates in the selection of personnel and provides for their training and professional development.~~
- ~~Selects, trains, motivates, and directs personnel; evaluates and reviews work for acceptability and conformance with agency standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.~~
- ~~Develops, manages, and administers assigned annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary; works with other agency staff to apply for grant funding; monitors services and funding to ensure compliance with grant provisions.~~
- ~~Manages work activities and operations, directly or through subordinate supervisors, clinicians, or professional staff, by establishing performance levels, communicating goals and performance expectations, and monitoring and reviewing work to ensure conformance to established policies and procedures, and standards for quality and timeliness; consults with staff on their caseloads and adjusts as needed.~~
- ~~Participates in the selection of service providers; reviews and recommends contract language; manages contracts to ensure service provider compliance with contract terms and conditions; manages contracted services to affirm that the quality/level of services is acceptable to the County, or takes measures to resolve performance issues.~~
- ~~Develops and implements processes to measure quality improvement and performance management, using multiple sources and quantitative and qualitative methods; conducts a comprehensive assessment to evaluate program performance for quality, effectiveness, safety, and sustainability; implements changes to improve performance, maximize program effectiveness, and ensure alignment with the agency's mission.~~
- ~~As a member of an interdisciplinary team, assists in diagnosis and conduct of individual/group psychotherapy or therapeutic activities with clients, and/or carries a caseload; facilitates decisions on difficult mental behavioral health cases and problems.~~
- ~~Reviews clinical records of clients and consults with staff on their caseload; monitors program effectiveness.~~
- ~~Consults with community groups, individuals, other mental behavioral health professionals, service agencies, governmental officials, board and care operators, and state hospital personnel to determine community mental behavioral health needs and to coordinate activities; works closely with the Mental Behavioral Health Advisory Board Commission.~~

- ~~Makes recommendations for improved programs~~Interprets laws and regulations, including new laws and proposed legislation, to determine relevancy to department operations and implements approved new services; supervises the Day-to-day treatment administeredaffirms program compliance, or takes measures to ensure, compliance with laws and operation of the County's in and out-patient mental health facilities.
- ~~Plans, develops, implements, directs and evaluates a variety of specialized mental health programs; identifies program funding sources and prepares grant applications and proposals to secure funding; develops statistical information and analyzes data in support of program and supervisory planning recommendations.~~
- ~~➤ Maintains established standards of mental health treatment and ensures services are rendered in conformance with policy and procedural guidelines~~regulations.
- ~~➤ Represents the County in contacts with community and other agencies, the court system, and the public; provides courtroom and other consultation in support of mental~~behavioral health treatment.
- ~~➤ Prepares a wide variety of casework documentation and periodic~~and special reports for County or state authorities, and for appropriate management review.
- ~~➤ Develops reporting and record-keeping~~recordkeeping systems for client records, billings, cost reimbursements, and referrals.
- ~~➤ Conducts or directs the conduct of~~ analytical studies related to mentalbehavioral health activities and programs.
- ~~➤ Monitors developments related to mentalbehavioral~~ health matters; evaluates their impact on County programs and ~~operation~~operations, and recommends policy and procedural improvements.
- ~~Acts in the absence of the Director of Mental Health.~~
- ~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~
- ~~➤ Performs related work~~duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience:

Education: ~~Equivalent to possession of a Master's degree in social services, marriage and family counseling, psychology or an appropriate field~~

~~and~~

Experience: ~~Two (2) years of post-licensing clinical and/or administrative experience.~~

Other Requirements:

~~Must possess and maintain a valid driver's license. Must possess or be able to obtain an appropriate license to practice as a Licensed Clinical Social Worker, Marriage, Family Therapist, Licensed Professional Clinical Counselor, Licensed Clinical Psychologist, Psychiatric Nurse or Psychiatrist in the State of California.~~

Knowledge of:

~~Administration principles~~

- ~~Operations and services provided through comprehensive behavioral health services across multiple populations.~~
- ~~➤ Principles and practices, including budgeting, goals and objective development, work planning, organization and of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.~~
- ~~Principles, and practices of leadership.~~
- ~~Principles related to the design and implementation for behavioral health systems of care at the organizational, community, and population levels.~~

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- ~~Administrative principles and methods of community mental health treatment, including interviewing, assessment and family and group counseling.~~
- ➤ ~~Principles and practices of program management, including goal setting, policy and procedure development, funding sources, grant proposal writing, program evaluation and fiscal management and program and budget development and administration.~~
- ➤ ~~Applicable laws affecting mental health treatment, services and reporting procedures. federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility including confidentiality laws.~~
- ~~Principles and alternative approaches to mental practices of clinical casework.~~
- ~~Social, psychological, and emotional physical causes of behavioral disorders and institutional chemical dependency.~~
- ➤ ~~Application of general psychiatric emergency intervention and aftercare programs. diagnostic principles.~~
- ~~Methods and procedures for collecting, compiling and analyzing statistical and demographic information and data.~~
- ~~The uses and effects of psychotropic medications.~~
- ~~Methods and procedures for developing and evaluating program Principles and practices of crisis intervention and conflict resolution, including management of assaultive behavior, seclusion, and restraint philosophies.~~
- ~~Short- and long-term therapeutic methods.~~
- ~~Case management principles, practices, and processes related to the assessment, care, treatment, and documentation of individuals with behavioral disorders.~~
- ~~Principles and practices of contract development and management.~~
- ➤ ~~Principles and practices of quality control assurance and effectiveness. improvement.~~
- ~~City, county, state Methods and federal mental health programs and agencies.~~

Skill in:

- ~~Utilizing statistical and demographic information and data techniques of developing models to determine community mental health needs.~~
- ➤ ~~Identifying assess program funding sources and preparing grant applications and proposals. performance.~~
- ~~Representing the County in contacts with County community socioeconomic and other agencies cultural demographics.~~
- ~~Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.~~
- ➤ ~~Techniques for providing a high level of customer service by effectively dealing with the public. vendors, contractors, and County staff.~~
- ~~Preparing clear The structure and complete reports, client content of the English language, including the meaning and spelling of words, rules of composition, and grammar.~~
- ~~Modern equipment and communication tools used for business functions and program, project, and task coordination.~~
- ➤ ~~Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation and other written correspondence.~~

Ability to:

- ~~Plan, organize, assign, direct, review and evaluate the work of staff.~~

Plan

- Manage service delivery for integrated behavioral health programs across multiple populations.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the assigned division and its various programs.
- Effectively manage and administer program operations and activities.
- Delegate work assignments and appropriate level of responsibility to employees in order to ensure the completion of work assignments and projects.
- Apply knowledge of performance management systems for program and organizational improvement.
- Synthesize complex policy options to plan program services.
- Provide professional behavioral health clinical intervention and recovery services, and manage a psychiatric caseload in multiple settings.
- Conduct psychiatric assessments and plan, develop, implement, evaluate and direct community mental health in and out-patient programs.
- Assess or supervise the assessment of mental and/or emotional health status and develop effective patient and implement comprehensive treatment plans. Interpret, explain and apply laws, regulations and policies related to mental health, programs, and services— either internally or with external service providers.
- Evaluate patients for medication needs and reactions.
- Analyze crisis situations and determine appropriate courses of action.
- Collaborate and present progress reports and related findings to team members.
- Coordinate emergency psychiatric support services with appropriate hospitals and other providers.
- Apply knowledge of laws, regulations, and policies to decision making and problem solving to identify solutions and courses of action that are most appropriate or compliant.
- Work with internal and external stakeholders to identify community care needs in assigned programs.
- Ensure the maintenance and retention of complex mental health records, files, reports, and other documents.
- Generate a variety of business documents, including letters, memoranda, reports, and other written material.
- Analyze complex problems, evaluate alternatives, and make sound judgments and recommendations for treatment.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to a master's degree from an accredited college or university with major coursework in psychology, social services, health sciences, behavioral health, or a related field;

AND

Six (6) years of experience providing professional support to social services, health, or behavioral health programs, two (2) years of which should be post-licensing clinical and/or administrative experience, and include two (2) years of experience functioning in a supervisory or lead capacity.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California Driver's License by time of appointment and a satisfactory driving record.
- Possession of a license to practice as a Licensed Clinical Social Worker, Marriage and Family Therapist, Professional Clinical Counselor, Clinical Psychologist, Psychiatric Nurse, or Psychiatrist in the State of California.

PHYSICAL DEMANDS

Must possess

mobility to work in a standard office, hospital, and in-patient/outpatient clinic, jail, or juvenile facility; use standard office equipment, including a computer, and to operate a motor vehicle to visit various County and meeting sites; vision to observe client behavior and read printed material and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS/PHYSICAL DEMANDS

~~The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.~~

~~**Environment:** Work is primarily performed indoors in a standard office setting with infrequent trips outdoors in all weather conditions.~~

~~**Physical:** Primary functions require sufficient physical ability to work in an office setting and operate office equipment; vision in the normal visual range with or without correction sufficient to read computer screens and printed documents and to operate equipment; hear in the normal audio range with or without correction. **Frequent** sitting, standing, walking, and reaching; wrist and arm motions and upward/downward flexion of neck; fine finger dexterity of both hands, ability to grasp and hold; lifting, carrying or pushing objects that weigh up to 15 lbs. **Occasional;** bending, climbing, stooping and squatting. **Infrequent** lifting, carrying or pushing objects that weigh more than 15 lbs.~~

HISTORY

JCN: 0226
Created: JUN 1990
Revised: AUG 2004
Revised: JAN 2013

Revised: MAY 2015

Employees work in an office, hospital, in-patient/outpatient clinic, jail, or juvenile facility environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with clients with behavioral disorders/erratic and assaultive behavior, including those which require emergency crisis intervention. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing agency policies and procedures.

WORKING CONDITIONS

Must be willing to work after hours, weekends, and holidays as needed.