



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

## **MANAGER OF MENTAL HEALTH PROGRAMS**

### **DEFINITION**

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 classification responsible for planning, organizing, managing, and evaluating the administration of 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 serve as a clinical and professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

This class is distinguished from the 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 in that the latter has management responsibility for all County behavioral health programs and operations.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

- Managers, Plans, organizes, coordinates, and 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, work standards, and controls to meet those goals and objectives.
- Directs the 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.

- 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 behavioral health cases and problems.
- Consults with community groups, individuals, other behavioral health professionals, service agencies, governmental officials, board and care operators, and state hospital personnel to determine community behavioral health needs and to coordinate activities; works closely with the Behavioral Health Commission.
- Interprets laws and regulations, including new laws and proposed legislation, to determine relevancy to department operations and services; affirms program compliance, or takes measures to ensure, compliance with laws and 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 behavioral health treatment.
- Prepares a wide variety of casework documentation and periodic special reports for County or state authorities, and for appropriate management review.
- Develops reporting and recordkeeping systems for client records, billings, cost reimbursements, and referrals.
- Conducts or directs analytical studies related to behavioral health activities and programs.
- Monitors developments related to behavioral health matters; evaluates their impact on County programs and operations, and recommends policy and procedural improvements.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Operations and services provided through comprehensive behavioral health services across multiple populations.
- Principles and practices 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, including goal setting, policy and procedure development, and program and budget development and administration.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility including confidentiality laws.
- Principles and practices of clinical casework.
- Social, psychological, and physical causes of behavioral disorders and chemical dependency.
- Application of general psychiatric emergency intervention and diagnostic principles.
- 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 assurance and improvement.
- Methods and techniques of developing models to assess program performance.
- County socioeconomic and 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.
- The structure and 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.

**Ability to:**

- 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, and implement comprehensive treatment plans, 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 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.
- 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**

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.