BHC PROGRAM MANAGER-CLINICAL SERVICES

DEFINITION

Under direction of the Director of the Behavioral Health Department, serves as a Program Manager, performing management, administrative and supervisory duties in relation to the planning, implementation, and oversight of Clinical Services for the Mental Health and Alcohol & Drug programs for the County of Amador. This includes, but is not limited to, staff supervision, program development, program implementation, program monitoring and evaluation, and program service coordination. The incumbent is a member and works collaboratively with the Behavioral Health Department’s management/supervisory team.

DISTINGUISHING CHARACTERISTICS

This is the first line program manager in the Behavioral Health Department management class series. Responsibilities for this class differ from Behavioral Health Supervisor in that the incumbent is required to provide management, administrative and supervisory services to a distinct program within the Behavioral Health Department; to assist the Director of the Behavioral Health Department in planning, developing, and managing mental health and alcohol & drug programs; and, responsible for timely and accurate reporting to funding sources.

REPORTS TO

Director of the Behavioral Health Department

CLASSIFICATIONS DIRECTLY SUPERVISED

BHC Supervisor; Crisis Services Coordinator; BHC Clinician I-II; BHC Counselor I-II; Personal Service Coordinator.

EXAMPLES OF DUTIES

- Keeps Mental Health Director fully updated and informed of all critical issues related to the program.
- Directs, manages and supervises the activities of assigned staff including hiring, orientating and training, handling disciplinary action, and conducting performance evaluations.
- Collaborates with the BHC Supervisors in planning, assigning, and reviewing the work of the clinical services staff, insuring coverage of day-to-day clinical operations, 24-hour emergency psychiatric services, and the delivery of evidence-based and quality clinical services;
- Assists in budget preparation and administration of the program.
- Conducts annual employee performance evaluations and provides guidance and support in the professional development of staff.
- Implements disciplinary action when necessary in consultation with the Director of Behavioral Health;
BHC PROGRAM MANAGER (CLINICAL SERVICES) - 2

- Collaborates with the Medical Director in the planning, development and implementation of clinical operations;
- Collaborates with the Utilization & Quality Management Coordinator in complying with clinical standards and quality improvement studies;
- Provides liaison with schools, correctional and criminal justice, medical and psychiatric providers and facilities, community-based organizations, and others to facilitate communication and service provision to the program's clients;
- Prepares and/or approves program work plans and management, productivity, and funding reports in a thorough and timely basis for program management purposes and for all program funding sources;
- Assists the Director of Behavioral Health in assessing community needs, setting program priorities, and developing a plan of action to meet those needs;
- Coordinates the development and implementation of specialized mental health and alcohol & drug recovery treatment, case management and prevention services.
- Develops policies and procedures for the program and ensures compliance through regular monitoring and reports.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move object weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment and in meetings in the community; some out of town travel required; continuous contact with staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:
- Principles and methods of administrative supervision, staff development, and training.
- Program development principles, including the design and implementation of community needs assessments, planning, and implementation.
- Principles, procedures, issues, and trends in mental health and alcohol & drug prevention, treatment, stabilization, and recovery.
- Community organizations' activities, other county departments' functions, and other resources pertinent to the operation of the program.
- Application of quality assurance and program evaluation.
- Legislative and administrative rules and regulations pertaining to behavioral health operations.
BHC PROGRAM MANAGER (CLINICAL SERVICES) - 3

Ability to:

- Effectively counsel staff in the performance of their duties.
- Assist in budget preparation and administration.
- Design and implement program evaluation strategies to account for outcomes.
- Interpret, apply, and explain Federal and State laws, rules, and regulations governing behavioral health programs and services.
- Effectively communicate verbally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Deal tactfully, respectfully, and courteously with the public and other county staff.
- Make public speaking presentations before groups and organizations.
- Maintain the confidentiality of administrative, personnel, and clinical information.
- Effectively represent Amador County Behavioral Health Department with public and community organizations.

MINIMUM QUALIFICATIONS

Education and Experience:

Graduation from an accredited college or university with a Master's degree in psychology, social work, or marriage and family counseling; or,

Graduation from an accredited college or university with a doctoral degree in psychology, social work, or a related field; PLUS

Two (2) years of experience equivalent to a Behavioral Health Care Clinician II in Amador County and an additional year of experience equivalent to a BHC Supervisor in Amador County.

Licenses:
Licensed Clinical Social Worker (L.C.S.W.), or Marriage and Family Therapist (M.F.T.), or Clinical Psychologist.

Special Requirements:
(1) Board of Behavioral Science Examiners certification to provide clinical supervision of L.C.S.W. and M.F.T. registered interns/associates
(2) Possession of valid California Driver's license issued by the California Department of Motor Vehicles