BEHAVIORAL HEALTH CARE PROGRAM MANAGER

DEFINITION

Under direction of the Director of the Health Care Services Department, serves as a Program Manager, performing management, administrative and supervisory duties in relation to the planning, implementation, and oversight of Behavioral Health Care 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 Health Department’s management/supervisory team.

DISTINGUISHING CHARACTERISTICS

This is the first line program manager in the Behavioral Health Division of Health Care Services management class series. Responsibilities for this class differ from Behavioral Health Supervisor in that the incumbent is required to provide management, 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 including Outreach, System Development, Prevention and Early Intervention, Full Service Partnerships, Forensic, Court Diversion partnerships and, hospitalizations. These programs may be County or Community Based Agency Contracted services. This manager is also responsible for the over site of timely and accurate evaluation and reporting to funding sources.

REPORTS TO

Director of the Health Care Services Department

CLASSIFICATIONS DIRECTLY SUPERVISED

BHC Supervisor; Crisis Services Coordinator; BHC Clinician I-II; BHC Counselor I-II; BHC III, Personal Service Coordinator, Community Services Program Supervisor

EXAMPLES OF DUTIES

- Keeps Health Services 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 and community services staff, insuring coverage of day-to-day operations, 24-hour emergency psychiatric services, and the delivery of evidence-based and quality clinical services; outreach to un-served and under-served populations
• 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
• Monitors current community agency contracts for completion of scope of work.
• Develops or eliminates contracts as is determined by performance, available resources and community stakeholder recommendations
• Implements disciplinary action when necessary in consultation with the Director of Behavioral Health
• Develops and monitors program elements for contracted services including quarterly and annual report reviews
• 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 Health Care Services and the Amador County Stakeholders in assessing community needs, setting program priorities, and developing a plan of action to meet those needs
• 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

**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 Health Care Services 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 and an additional year of experience equivalent to a BHC Supervisor.

**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