

**DEPARTMENT:** MENTAL HEALTH  
**CLASSIFICATION:** COMPETITIVE  
**APPROVED:** JANUARY 28, 2016

**HOME & COMMUNITY BASED SERVICES SUPERVISOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This is a professional and administrative title involving clinical supervision and management for community mental hygiene services related to community based mental health programs in hospital and placement diversion, Home and Community Based Services (HCBS), peer run services, family treatment services, and forensic care by providing direct services and managing the services of community based programs serving this population. These programs cover the entire life span from children to the geriatric population and work in coordination with other community mental health programs. The incumbent will provide and/or oversee the provision of HCBS services in a variety of settings. Except for services provided in inpatient settings, the majority of the contacts with recipients will be off site in the community for the purpose of engaging clients into care and facilitating their use of skills in the community. The incumbent is responsible for ensuring that all programs and individual service providers in this area maintain client records at professional standards, report data that measures outcomes, assesses the data, and reports to the Department of Mental Health Administration with recommendations for expansion or changes in this treatment community. All duties are performed in accordance and compliance with local, state, and federal regulatory requirements. Work is performed under the general supervision of the Director or Deputy Director, as assigned. General supervision is exercised and assigned over subordinates in these community based services. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

1. Provides professional, programmatic oversight, management, and direction for one or more community-based programs serving the general mental health population, including services for children, adolescents, and adults;
2. Coordinates and integrates HCBS services and other crisis and diversion programs in conjunction with the supervisor of crisis services, and department administration;
3. Provides administrative oversight to all aspects of the program(s) including clinical services, billing, and support staff operations in accordance with audit readiness, corporate compliance, federal and state regulations and laws;
4. Establishes clinical standards, manages quality compliance in assigned programs, and ensures the provision of regular clinical supervision of program staff;
5. Ensures that program policies, procedures, and patient records comply with state and federal regulations and laws and department expectations as it relates to community based mental health services;
6. Prepares for and responds to state, federal and other regulatory audit and certification reviews;
7. Maintains, collects and analyzes programmatic data and synthesizes information into formal reports for presentation to administration and produces annual reports as required;
8. Holds all programs responsible to established outcomes as measured and verified by regular data reporting;

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## **HOME & COMMUNITY BASED SERVICES SUPERVISOR CONTINUED**

9. Performs personnel management duties including recruiting, interviewing, making hiring recommendations, training, completing performance evaluation of all employees in assigned programs, and addressing disciplinary issues;
10. Participates in recommending the development of in-service training for all community based services that fall into the area of responsibility;
11. Collaborates with department administration in the development of budgets and strategies related to financial feasibility of all operations;
12. Participates in the county long-range planning toward the development of enhanced community based mental health services in each of the areas of responsibility;
13. Works with administration in the development of work orders, purchasing of equipment and supplies, and other operational needs of the community based programs that fall under the area of responsibility;
14. May assign specific duties and work to subordinates;
15. Provides intensive length of time designated direct community based social work, safety assessments, therapy, crisis intervention, and/or care management with individuals identified in their care;
16. Collaborates with family members regarding safety planning, coping skills, recognition of signs and symptoms of relapse, as well as other critical recovery oriented activities;
17. Participates in crisis on-call rotation and community based evaluation, advocacy, and crisis intervention;
18. Provides client related services in conjunction with forensic or court issues such as testimony, advocacy and consultation;
19. Reviews and processes with the County Attorney's Office request for records and information, court ordered evaluations, significant events and clinical issues with potential legal ramifications;

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of the principals, methods, procedures and practices of home and community based services including peer support, respite, care management, community based therapy, hospital and jail diversion to ensure the best possible integration into the community; thorough knowledge of community-based and family interventions as well as interventions across the lifespan; thorough knowledge of regulations governing HCBS programs; ability to organize, direct and coordinate mental health services outside of the traditional mental hygiene network; ability to engage in crisis intervention and provide crisis stabilization interventions; ability to clinically supervise, manage and coordinate the work of others; ability to prepare technical and informational data for administrative use; ability to provide effective professional leadership of a high order; ability to analyze and evaluate reports of social workers and make sound decisions; ability to evaluate congregate or home spaces for wellness and safety; ability to effectively communicate orally and in writing; tact and courtesy; sound professional judgment; integrity; initiative; willingness and availability to work on-call; physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:**

Candidates must be a current Licensed Master Social Worker (LMSW) or Licensed Clinical Social Worker (LCSW) in New York State (LCSW preferred) and have two (2) years of full-time paid experience providing social work services in a community based setting including experience with crisis intervention and case management/referral and linkage.