

DEPARTMENT: **DEPARTMENT OF MENTAL HEALTH**  
CLASSIFICATION: **COMPETITIVE**  
APPROVED: **JUNE 11, 2026**

FLSA Status: Exempt/Management

### **CRISIS SERVICES PROGRAM MANAGER**

**DISTINGUISHING FEATURES OF THE CLASS:** This is a professional clinical and management position that is responsible for directing, operating, coordinating, and administering the department's Crisis Services Programs in accordance with all applicable laws, rules, regulations, policies, and procedures. The incumbent ensures that all services provided by division staff and outside providers are delivered in an efficient and cost-effective manner. The position involves communication with federal and state agencies, law enforcement entities, school districts, and local human service agencies, as well as the public. Duties are performed under the general supervision of the Director or Deputy Director. The incumbent exercises managerial oversight of division staff, including staff development and initiating disciplinary proceedings over division staff and evaluating contract agency activities. Wide leeway is allowed for the use of independent judgement in determining operating methods and procedures in accordance with all applicable laws, rules, regulations, policies and procedures. The incumbent provides daytime Mental Health Designee coverage as needed. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

1. Plans, organizes, implements and evaluates services provided through the Crisis Services Programs to ensure quality, cost effectiveness, and compliance with all applicable laws, rules, regulations, policies, and procedures;
2. Advises the Director, Deputy Director, and Fiscal Administrator on matters pertaining to division programs and related services;
3. Regularly interacts with all department managers and supervisors to collaborate on strategic direction of the department to ensure best practices are developed, implemented and evaluated for quality improvement purposes;
4. Recruits, interviews, hires, trains, and supervises staff in assigned programs;
5. Evaluates or makes provision for the periodic evaluation of the professional and clinical activities of supervisors, clinical and mobile crisis team staff, and call center staff;
6. When necessary, initiates counseling or disciplinary actions related to employees, and coordinates with the Director, Deputy Director, and the Human Resources Department regarding employment matters;
7. Evaluates program operations and make recommendations related to number, types of positions and supervision required to ensure sufficient staffing levels;
8. Provides fiscal and budgetary recommendations to ensure cost-effective and quality operations and collaborates with the Fiscal Administrator to ensure the adequacy of the division's fiscal operations including budgeting, staffing, overtime management, and billing;
9. Oversees audit readiness, including phone aide and clinical record-keeping and documentation to ensure adherence to clinical/program and fiscal/billing standards;
10. Interprets regulations as they relate to Crisis Services and assigned programs, develops and oversees the implementation of policies and procedures for the division to ensure operations are in compliance with applicable laws and regulations;
11. Represents the division/department at conferences, meetings and other public outreach type activities, including serving on boards and advisory committees and conducting trainings as assigned;
12. Oversees the coordination of activities between state and local agencies in meeting the goals and objectives of the Crisis Services programs;
13. Develops program policy and procedures, evaluates program operations and recommends and implements changes in organization and procedures as required to meet program objectives;
14. Utilizes modern office software and applications, including Electronic Health Records, word processing, email, calendars, spreadsheets, and databases;
15. Oversees scheduling of Crisis Services Phone Aides and Mobile Crisis On-call rotation and ensures appropriate coverage and provides afterhours supervisory consultation as needed;
16. Participates in the crisis on-call rotation and community-based evaluation, advocacy, and crisis-intervention; and leads the County Mobile Crisis Team;
17. Compiles data, statistics and related information to complete routine and annual reports as requested, as well as funding applications.

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## **CRISIS SERVICES PROGRAM MANAGER CONTINUED**

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Comprehensive knowledge of the principles, methods, procedures and practices of community-based and crisis social work, of the functioning and management of community-based mental health programs and facilities and the scope of services rendered, and of community resources and how to use them effectively with others; comprehensive knowledge of all regulations governing community-based mental health programs and their intersect with related disciplines, including substance use and intellectual/developmental disorders; ability to organize, direct and coordinate mental hygiene programs; 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 staff and make sound decisions; ability to organize and operate training for new program staff; ability to plan and supervise the work of others; ability to effectively communicate orally and in writing; ability to hold staff accountable, evaluate performance, and implement progressive discipline; ability to evaluate fiscal reports/budgets and make recommendations related to effective program operations and staffing; tact and courtesy; sound professional judgement; integrity; initiative; willingness and ability to work on-call; physical condition commensurate with demands of the position.

### **MINIMUM QUALIFICATIONS:**

**PROMOTIONAL QUALIFICATIONS:** One (1) year of permanent competitive status as a Supervising Licensed Clinician, Home and Community Based Services Supervisor, or Behavioral Health Clinical Supervisor in the Niagara County Department of Mental Health immediately preceding the date of examination.

**OPEN COMPETITIVE QUALIFICATIONS:** Candidates must meet one of the following:

1. Candidates must be a current New York State Licensed Clinical Social Worker (LCSW), Licensed Marriage and Family Therapist (LMFT-D), Licensed Mental Health Counselor (LMHC-D), or Licensed Creative Arts Therapist (LCAT-D) **and** have four (4) years of paid full-time experience providing social work/counseling services in a community mental health or behavioral health (i.e. substance use disorder treatment and/or intellectual and developmental disabilities) program that included direct work with individuals in crisis. Two (2) years of this experience must have been in a supervisory capacity or in an administrative or program oversight role; **OR**
2. Candidates must be a current New York State Licensed Master of Social Worker (LMSW), Licensed Marriage and Family Therapist (LMFT), Licensed Mental Health Counselor (LMHC) or Licensed Creative Arts Therapist (LCAT) and be eligible to obtain applicable licensure with diagnostic privilege (LCSW, LMFT-D, LMHC-D, or LCAT-D) within one (1) year of appointment and have the experience as described in (1) above.

### **SPECIAL REQUIREMENTS FOR ALL CANDIDATES/EMPLOYEES:**

1. Candidates/employees meeting qualification #1 above must maintain appropriate permanent license, including diagnostic privilege where applicable (LCSW, LMHC-D, LMFT-D) for the duration of employment;
2. Candidates/employees meeting qualification #2 above must obtain the applicable diagnostic credential (LCSW, LMFT-D, LMHC-D or LCAT-D) within one (1) year of permanent appointment and for the duration of employment.