

DEPARTMENT: **DEPARTMENT OF MENTAL HEALTH**
CLASSIFICATION: **COMPETITIVE**
APPROVED: **AUGUST 10, 2023**

FLSA Status: Exempt/Management

MENTAL HEALTH OUTPATIENT CLINIC PROGRAM MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This is a professional clinical and management position that is responsible for the overall operation, management, and direction of the department's Outpatient Clinic Program and for ensuring the program's compliance 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 supervisors and 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 crisis intervention within assigned programs. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Plans, organizes, implements and evaluates services provided through assigned Outpatient Clinic 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 and clinical personnel;
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. Provides guidance and leadership to the Clinic Programs, and manages and supervises Supervising Social Workers and Behavioral Health Clinical Supervisors assigned to the program;
8. Evaluates program operations and make recommendations related to number, types of positions and supervision required to ensure sufficient staffing levels;
9. 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;
10. Manages and directs audit readiness and corporate compliance functions, including individual programs reports and clinical record-keeping and documentation to ensure adherence to clinical/program and fiscal/billing standards;
11. Interprets regulations as they relate to Outpatient Clinic Programs, develops and oversees the implementation of policies and procedures for the division to ensure operations are in compliance with applicable laws and regulations;
12. 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;
13. Oversees the coordination of activities between state and local agencies in meeting the goals and objectives of the assigned behavioral health programs;
14. Develops program policy and procedures, evaluates program operations and recommends and implements changes in organization and procedures as required to meet program objectives;
15. Utilizes modern office software and applications, including Electronic Health Records, word processing, email, calendars, spreadsheets, and databases;
16. Ensures adequate clinical coverage for the division, including the provision of direct individual, family, and/or group counseling as needed or assigned;
17. Provides crisis intervention in the clinic as needed;
18. Compiles data, statistics and related information to complete routine and annual reports as requested, as well as funding applications.

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MENTAL HEALTH OUTPATIENT CLINIC PROGRAM MANAGER CONTINUED

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Comprehensive knowledge of the principles, methods, procedures and practices of clinical, community-based, and crisis social work, of the functioning and management of clinical and community-based behavioral 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 Social Worker, Behavioral Health Clinical Supervisor, or Home & Community Services Supervisor in the Niagara County Department of Mental Health immediately preceding the date of written 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 or LCSW-R) **and** have four (4) years of paid full-time experience in providing social work services in a community mental hygiene program that involved direct work with individuals to ameliorate symptoms of, or circumstances related to, mental illness and/or substance use disorder, including crisis intervention work. 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) and have the experience as described in (1) above.

SPECIAL REQUIREMENTS FOR ALL CANDIDATES/EMPLOYEES:

Candidates/employees must be a current New York State Licensed Clinical Social Worker (LCSW) within 12 months of permanent appointment and for the duration of employment.