

DIRECTOR, SYSTEM OF CARE
(Executive Leadership)

DEFINITION:

Under general administrative direction of the Deputy Director, Behavioral Health Services Department, is responsible for planning, organizing, directing, coordinating, and evaluating the operations and staff of the Behavioral Health Services Department. This executive leadership classification focuses on the strategic direction, development/expansion, and operations of behavioral health services. Areas of oversight may include mental health and substance use treatment services for individuals with serious mental illness and/or substance use disorder(s), the management and administration of temporary treatment, temporary shelter, and permanent housing for adults and older adults requiring supportive housing services, and/or children, youth, and family services.

TYPICAL MANAGEMENT RESPONSIBILITIES:

- Plans, organizes, directs, coordinates, and evaluates the administrative activities related to assigned behavioral health services;
- Participates as a member of the department executive team in the review and establishment of policies and procedures for carrying out the department's goals and objectives, and meeting legal requirements, county policies, and the delivery of required service levels;
- Initiates changes in methods and procedures to improve service delivery;
- Prepares and recommends the annual system of care budget, including review and analysis of budget requests, and the management of expenditures and revenues in accordance with departmental policy;
- Directs subordinate managers in the development, maintenance and evaluation of complex programs, services and studies pertaining to a variety of administrative and operational needs, issues and problems, and develops and implements effective solutions;
- Analyzes new and revised legislation to determine the impact on the system of care and department;
- Evaluates and designs programs, services, activities, and methods, initiates actions for improvement to meet departmental goals, and implements new services or major changes to increase efficiency;
- Facilitates system, program and administrative performance improvement initiatives to improve services, comply with regulatory requirements and meet departmental goals;
- Uses data and best practices to direct and monitor the impact of the divisions, its programs, and coordination of care and in the utilization of resources that balance efficacy, efficiency and quality of services;

- Prepares, negotiates and administers contracts, prepares and maintains monitoring and reporting systems, evaluates funding sources, prepares grant applications, and confers with state and federal regulatory agencies;
- Keeps abreast of new trends and developments related to System of Care activities;
- Collaborates through leading cross-systems, county, community and state collaboration to respond to emerging needs and to develop new opportunities to support the social-emotional well-being of clients;
- Establishes an appropriate organizational structure and delineates working level and relationships of personnel to carry out the system's activities;
- Interprets and explains policies, rules and procedures and formulates improvements for staff;
- Provides guidance and direction to subordinates, selects and trains staff on departmental activities and procedures, evaluates staff performance, and takes or recommends appropriate action;
- Responds to the public and news media inquiries regarding policies, operations, and services, and the evaluation of the validity and effectiveness of services provided;
- Coordinates the work of the system of care with other divisions or units;
- Researches, prepares, and interprets administrative, clinical, financial, and technical reports and correspondence;
- Develops and maintains positive working relationships with County officials, agency/department heads, representatives of other government agencies and staff;
- Provides assistance and advice to advisory and planning boards, commissions, task forces and other special groups, as required;
- May participate in regional/state committees, task forces and other special groups, as required;
- May be responsible for the integrated call center and 24-hour access services;
- Assumes disaster service worker responsibilities, as assigned;
- Performs other related duties, as required.

EMPLOYMENT STANDARDS:

Considerable education and experience, which demonstrates the ability to perform the typical management responsibilities and the possession of the knowledge and abilities listed below.

Experience Note: A qualified candidate would typically possess education and experience equivalent to a Master's Degree from an accredited college or university in Psychology, Social Work, Behavioral Sciences, Nursing, Public Administration or a closely related field and five (5) years of recent administrative level experience in the management of behavioral health, substance use, inpatient and residential programs, youth and family services, or temporary shelter and permanent housing programs. Licensure in the Behavioral Health field such as Licensed Clinical Social Worker, Licensed Marriage and Family Therapist or Licensed Psychologist is preferred.

Knowledge of:

- Principles and practices of management, health care administration, organization, budget, management analysis, supervision, personnel management, employee relations, financial administration, information systems applications, organizational development, and public relations;
- Current prevention, early intervention and emerging, best and evidence-based clinical practices for clients with behavioral health needs;
- Demographic and client service and utilization data for decision-making, program design and the development and evaluation of program and system metrics;
- Financial and administrative problems common to health care operations;
- Federal, state, and local programs, policies, laws, rules and regulations pertaining to service delivery, public accounting and budgeting;
- Principles of community organization and consultation;
- Principles and techniques of management analysis and organizational design necessary to formulate, implement and evaluate administrative policies and procedures;
- Cultural values and practices of the diverse communities served by the department.

Ability to:

- Plan, organize, direct, coordinate, and evaluate the functions and staff of a comprehensive, behavioral health service delivery system;
- Evaluate, develop, implement, enforce, and interpret objectives, goals, policies, and procedure in order to satisfy all applicable laws, codes, and regulations;
- Effectively analyze and evaluate complex financial, budgeting, contracting and administrative problems and implement effective solutions;
- Effectively analyze, utilize and track data for decision-making, program design, and program and system metrics;
- Effectively facilitate system, program and administrative performance improvement efforts;
- Communicate effectively, both verbally and in writing, with those contacted in the course of work;
- Effectively manage, train, develop, evaluate, and motivate subordinate staff;
- Interpret and apply provisions of Federal, State and local legislation, rules and regulations pertinent to the administration of a public department/agency;
- Effectively represent the department before the Board of Supervisors, County Executive, the public, media and other entities and organizations;
- Establish and maintain effective working relationships in a diverse work force and community;
- Understand and integrate the cultural values and practices of the diverse communities served by the department into program and service design.