



POSITION DESCRIPTION

Classification Title: Community Services Director

Employment Status: Full-Time

Reports To: Executive Director

FLSA Status: Exempt

Supervises:

- Child & Adolescent Services Director

Exemption Type: Administrative

Civil Service Status: Unclassified 124.11 [A] 18

- Systems Improvement Officer
- Treatment & Recovery Services Director

POSITION SUMMARY

Manages and oversees community services. Provides leadership in ensuring development and maintenance of a high quality integrated system of care for adults with mental illness, substance use disorder and recovery needs. Ensures adherence to policy, procedures, standards and budget by conducting audits of contract agency programs. Serves as Board's Chief Clinical Officer for adults and ensures clinical standards are met.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for persons covered by the Americans with Disabilities Act, in accordance with its requirements.

- Provides leadership to the clinical team. Communicates job expectations and appraises job performance of direct supervisees. Enforces policies, procedures and quality standards for direct supervisees.
- Serves as the Board's staff lead to the Community Review and Plan Committee, the Board Committee for reviewing funded programs.
- Ensures contract compliance standards are met by reviewing fiscal reports, monitoring services and recommending improvements or modifications to future contracts.
- Coordinates and conducts contract audits of clinical and recovery support services, including written findings of the effectiveness and quality of services provided. Coordinates client satisfaction surveys, disseminates results in collaboration with Operations Specialist, and requests and reviews plans for improvement of services when needed.
- Creates, develops, implements and monitors new initiatives to improve the quality or access to the array of mental health services.
- Writes grant proposals, coordinates with the fiscal team to establish the annual clinical budget and determine principles for funding of agencies within the mental health system.
- Seeks new developments in mental health and substance use disorders fields including suicide prevention, treatment best practices, housing and recovery supports.
- With the Executive Director and other staff, creates and maintains collaborative and interactive communication with Board's network of providers and public partners to further the Board's Strategic plan.
- Partners with agencies and content experts to support agency staff in the provision of evidence-based practices with fidelity.
- Monitors reportable incidents and areas of concern within contract agencies including housing inspections, satisfaction surveys and non-Medicaid audits.
- Writes reports and compiles information about community needs and plans to address these needs in compliance with state department (OhioMHAS) regulations.



POSITION DESCRIPTION

- Serves as client rights officer for adults ensuring thorough oversight and monitoring appropriate investigation of reportable incidents, allegations of abuse and neglect.
- Creates and implements a plan for the timely completion of Network Board Contracts in collaboration with Human Resources and Special Projects Manager and selected staff.
- Evaluates data that can inform community needs, and evaluates quality of services.
- Monitors and evaluates outcomes, audit results, aggregates trends from outcomes, and assesses quality programming for community needs from various sources (e.g., clinical audits) in order to improve clinical quality.
- Ensures that funded agencies demonstrate expected outcomes via reviewing outcome measures, and agency reports.
- Performs other related duties as required.

BEHAVIORS & CHARACTERISTICS

- **Innovative Thinking** - Must be able to prioritize, think through and address issues that may impact ability to successfully deliver to all stakeholders.
- **Professionalism and Composure** – Able to project a professional, composed demeanor in all situations especially during stressful times, in a way that builds harmony and promotes relationships among all team members and stakeholders.
- **Interpersonal and Communication Skills** - Able to communicate effectively with a wide variety of people, including clients, employees, external providers and the public with an emphasis on rapport-building, listening, and questioning skills. Expresses ideas and opinions effectively and diplomatically.
- **Flexibility** - Available to assist and troubleshoot issues for stakeholders and others needing assistance, sometimes when working past normal operating hours. Remains composed when interruptions or delays in requested responses occur. Ability to adapt to new and changing information and environments.
- **Team Player** - Able to handle multiple tasks and work collaboratively with others to identify problems, resolve issues and develop solutions.
- **Accountable** - Accepts personal responsibility for all areas of the position: keeps commitments and meets deadlines. Does not make excuses for work errors or problems, and can keep confidences and protect sensitive information. Able to manage multiple assignments well, prioritize and execute tasks under pressure.
- **Compliance** – Maintains compliance with all internal and external policies, procedures and regulations that affect MHARS including confidentiality of personal health and other information, recognizing that most information is subject to public records request.

PHYSICAL DEMANDS

While performing the duties of this job, the employee frequently sits for extended periods of time, and occasionally stands and walks. The employee regularly exhibits digital dexterity when entering data into computer. Vision demands include close, relatively detailed vision when focusing on a computer screen. Employee converses verbally with others in person and by telephone. The employee occasionally lifts varying weights of up to twenty-five (25) pounds when moving files, boxes, equipment and supplies.

EQUIPMENT OPERATED

Automobile, computer, telephone and other general office equipment.



POSITION DESCRIPTION

WORKING CONDITIONS

The employee is exposed to normal office working conditions of moderate noise levels. Employee is occasionally exposed to individuals with mental disorders not stabilized with medications or other treatment. While traveling, employee is exposed to travel conditions and typical road hazards.

KNOWLEDGE, SKILLS & ABILITIES

Knowledge of: the purpose and function of public Boards; system-wide services; barriers to providing clinical services; system-improvement strategies; management principles and practices; mental health and substance use disorders program development; strategic planning and performance improvement; grant funding sources; community and agency resources available to individuals with mental illnesses and substance use disorders; public behavioral health system including federal and state regulatory requirements.

Skills and Abilities: apply management principles to practical work situations; provide oversight/supervision to clinical Board staff; guide Board clinical budget; review and analyze agency budgets and program evaluation; organize and coordinate programs; evaluate outcomes of clinical and non-clinical programs; prepare written and operational reports; grant writing; develop and maintain effective working relationships with Board Members, colleagues, and communicate effectively to a wide range of audiences and practice positive conflict resolution; maintain and promote good public relations; organize and manage multiple work projects, activities and tasks simultaneously; exhibit flexibility in work schedule and job assignments; complete short- and long-range objectives; maintain confidentiality of non-public or sensitive information.

Excellent verbal and written communication skills; general typing and operation of standard office equipment and software, including MS Office and other job-related programs.

QUALIFICATIONS

Minimum of a Master's Degree in Social Work, Psychology, Counseling or a closely related field; Ph.D. preferred. No less than 5 to 10 years progressively responsible clinical, supervisory and management experience in mental health, substance use disorders or a closely related field.

LICENSURE OR CERTIFICATION REQUIREMENTS

LISW, LPCC, Ph.D. or MSN. State Motor Vehicle Operator's License or demonstrable ability to gain access to worksite.

This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling the position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.



POSITION DESCRIPTION
EMPLOYEE UNDERSTANDING & AGREEMENT

I UNDERSTAND AND WILL EFFECTIVELY PERFORM THE DUTIES AND REQUIREMENTS SPECIFIED IN THIS POSITION DESCRIPTION.

Employee Signature

Date

Management Approval:

Executive Director Signature

Date