

DEPUTY DIRECTOR OF COMMUNITY SERVICES 200-A

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory and administrative position, involving supervision of County mental hygiene outpatient program managers and their clinical outpatient program units. Work is performed under the supervision of the Community Services Director with considerable leeway for independent action and in accordance with Department plans, priorities, and procedures. Frequent Coordination is anticipated with the Department's Fiscal Officer, as well as other State, County and private human services and mental hygiene disability agencies. Administrative supervision is provided to all outpatient Program Managers.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Acts on behalf of and attends meetings in place of the Director in their absence or as assigned;

Carries out personnel functions as assigned by the Director, including activities related to position vacancies, reclassifications, and recruitment, as well as employee orientation, and attendance;

Supervises through the Clinical Program Managers, the operation of all department mental health, alcohol and substance abuse licensed programs, including coordination of psychiatric and other professional consultant coverage and preparation of licensing applications;

Provides direct supervision of Clinical Program Managers and coordinates management meetings as assigned;

Directly supervises clinical programs or related activities as necessary;

Coordinates utilization review, special review and other clinical committees as necessary;

Coordinates interagency and state/federal clinical program activities, including development of

necessary letters or memorandums of agreement;

Coordinates activities related to clinical issues of client revenue reimbursement, including

agreements and procedures pertaining to Medicaid/Medicare, managed care, third party insurance and client fees;

Coordinates directly or by supervision, all support services of the department, including

information/communication systems, transportation, clerical, custodial and cleaning activities;

Responsible for coordination of all department building functions, including maintenance, repairs,

renovations, and security;

Manages the development and implementation of new or reconfigured program modalities in

compliance with mental hygiene disability agency regulations to ensure the availability of full array of services consistent with client clinical needs;

Assesses individual staff strengths and weaknesses to ensure appropriate in-service and external

training;

Coordinates and evaluates all inservice training programs for outpatient program professional and

support staff;

Monitors the reporting of unusual incidents in all programs, and maintenance of records, reports, and

program certification manuals, pertaining to same, developed by State agencies;

Investigates and resolves client complaints and staff grievances;

Supervises and informs staff regarding issues of confidentiality including record access issues and

subpoenas;

Identifies and resolves intra-departmental problems relating to individual program components and similarly acts to resolve clinical or service issues with non-Departmental programs involving department clients;

Evaluates, reviews and/or writes or revises agency policies and procedures relating to program content area;

Plans and coordinates OMH, OASAS (and when applicable) site visits and follows through on ensuring the correction of any deficiencies reported;

Performs other tasks as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Excellent knowledge of the factors which contribute to mental, emotional, and social maladjustment and of therapeutic techniques used to treat those affected; excellent clinical skills; good knowledge of the principles and practices involved in directing the activities of a subordinate staff, including subordinate supervisors; ability to identify and resolve intra-agency problems; working knowledge of statistics; ability to organize, direct, and coordinate quality improvement and utilization review activities; ability to prepare technical and informational data for administrative use; ability to supervise professional staff and follow through on plans of correction; working knowledge of agency personnel policy and procedures; ability to communicate effectively, both orally and in writing; ability to prepare, analyze and evaluate reports; ability to work effectively with a variety of people; and one year of experience in a mental hygiene disability setting at an administrative position.

MINIMUM QUALIFICATIONS: Either:

- (A) Possession of a Doctoral Degree in Clinical Psychology, Counseling Psychology or social or supervisory level; or
- (B) Possession of a current certificate to practice social Work in the State of New York; and two (2) years of experience in a mental hygiene setting at an administrative or supervisory level; or
- (C) Possession of a Masters Degree in Nursing and current licensure as a Registered Professional Nurse by the New York State Education Department; and (3) years of experience in a mental hygiene disability setting at an administrative or supervisory level.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Last Reviewed: 3/5/98

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

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