

DISTINGUISHING FEATURES OF THE CLASS: The Director works under the direction of the Commissioner/Deputy Commissioner of Health and Human Services and provides supervision to subordinate professional, administrative, paraprofessional, and clerical support staff. Frequent Coordination is anticipated with the Department's Fiscal Officer, as well as other State, County and private human services agencies. Administrative supervision is provided to all outpatient Program Managers. This position involves responsibility for managing and overseeing one of the outpatient programs providing services through the Community Services Department. Work is performed under general administrative direction in accordance with established policies and procedures. Supervision is exercised over a large staff including subordinate supervisors, professional staff, and office support staff.

TYPICAL WORK ACTIVITIES:

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

Carries out personnel management functions, including activities related to position vacancies, reclassifications, recruitment, employee orientation, and attendance;

Supervises through the Clinical Program Managers, the operation of all department mental health, substance use/alcohol disorders & cooccurring mental health disorders, including coordination of psychiatric and other professional consultant coverage and preparation of licensing applications;

Directly supervises clinical programs or related activities as necessary – supervisor meetings, all staff meetings (ie: Chair Medical Review Comm, Chair Corp Comp Comm, DCS monthly report, DHHS meeting);

Coordinates interagency and state/federal clinical program activities, including development of necessary letters or memoranda 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, maintenance, and cleaning activities;

Manages the development and implementation of new or reconfigured program modalities in compliance with all applicable 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 in-service training programs for outpatient program professional and support staff;

Monitors (the reporting of unusual incidents in all programs);

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 site visits and follows through on ensuring the correction of any deficiencies reported.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Strong working knowledge of the factors which contribute to mental, emotional, physical and social maladjustment and of therapeutic techniques used to treat those affected; excellent organizational 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; ability to communicate effectively, both orally and in writing; ability to prepare, analyze and evaluate reports; and ability to work effectively with a variety of people.

MINIMUM QUALIFICATIONS: Either:

(A) Possession of a Doctoral Degree related to Clinical Psychology, Counseling, Medicine, or social work and one (1) year of or supervisory experience; or

- (B) Possession of a current certificate as a Licensed Social Worker or Licensed Mental Health Counselor in the State of New York; and two (2) years of experience in a mental health setting at an administrative or supervisory level; or
- (C) Possession of a Master's Degree in Psychiatric Mental Health 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 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.

Y:\CLASPLAN\DIRECTOROFCOMMUNITYSERVICES.doc
Adopted on: 02/13/98
Jurisdictional Class: Non-Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

Revised and Placed in Classplan: 9/7/2023
Revised and Replaced in Classplan: 11/30/2023
Revised and Replaced in Classplan: 3/25/2025 (Edu)