

DIRECTOR OF MENTAL HEALTH SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory and administrative position, involving supervision of the 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, policies 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.*

Monitors the overall functioning of each unit, including staffing patterns, worker productivity; client waiting lists, clinical evaluation and treatment processes; appropriateness of client treatment, rehabilitation plans and serviced modalities utilized; compliance with agency policy and procedures; and programs' responsiveness to consumers and families, including determinations on a regular basis of client satisfaction with services rendered. Manages the development and implementation of new or reconsidered program modalities in compliance with mental hygiene disability agency regulations to ensure the availability of a full array of services consistent with client clinical needs;

Provides clinical consultation as needed, to assure quality clinical practices and standards;

Coordinates activities on all issues regarding certification and recertification by appropriate mental hygiene disability agencies as they impact specific outpatient programs in conjunction with

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the clinical program managers;

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;

Works with outpatient program managers on (1) developing staff understanding and utilization of psychiatric rehabilitation, both as a program and a set of values applicable to all programs and (2) involving families as part of treatment/rehabilitation process and (3) identifying and assisting clients to develop and manage self-help programs under the aegis of the Sullivan County Department of Community Services;

Assists in developing and implementing the Department's total quality clinical improvement program to assure the quality of care in the outpatient program (including the Utilization Review and Special Review Processes) as well as coordination of inter-program treatment planning for high-risk clients and participation in program evaluation activities involving the Department's outpatient programs.

Assists in monitoring the reporting of unusual incidents in all programs, and maintenance of records, reports and program certification manuals pertaining to same, developed by State agencies;

Assists in investigating and resolving client complaints;

Supervises and informs staff regarding issues of confidentiality, including record access issues and subpoenas;

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Identifies and resolves interdepartmental 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 writes or revises agency policies and procedures relating to program content areas.

Coordinates activities of the Department's Clinical Program Managers in the preparation of certification or renewal applications;

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

Performs other duties as assigned.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: 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 procedure; 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.

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MINIMUM QUALIFICATIONS: Either:

- (A) Possession of a Doctoral Degree in Clinical Psychology, Counseling Psychology, or Social Work and one (1) year of experience in a mental hygiene disability setting at an administrative 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 disability setting at an administrative or supervisory level; or
- (C) Possession of a Master's Degree in Nursing and current licensure as a Registered Professional Nurse by the New York State Education Department and three (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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Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

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