

MONO COUNTY
BARGAINING UNIT: At Will
SALARY RANGE: 14

Date Revised 09/28/23
FLSA: Exempt

CLINICAL SERVICES MANAGER

DEFINITION

Under administrative direction, plans, organizes and directs the activities of the County's behavioral health clinical services including personnel management, clinical supervision, program planning and evaluation, and public relations. Performs clinical work and other related duties as required.

DISTINGUISHING CHARACTERISTICS

This is a management level classification, with responsibility for planning, organizing, directing, managing, and supervising direct clinical service provision and clinical service programs and the work of clinical behavioral health staff. This position often exercises independent judgment in the performance of duties.

REPORTS TO

Behavioral Health Director or designee.

CLASSIFICATIONS DIRECTLY SUPERVISED

Subject to change based on allocated positions and/or assignment; may supervise:
Psychiatric Specialist I, II, III
Behavioral Health Services Coordinator I, II, III
Case Manager I, II, III
Substance Use Disorder Counselor I, II, III
Clinical Supervisor

EXAMPLES OF DUTIES

Duties may include but are not limited to the following:

- Together with Director, manage, direct and coordinate the delivery of comprehensive County-wide treatment and community mental health programs.
- Identify department-wide administrative, operational and service delivery problems; develop, recommend, implement and evaluate solutions that comply with all laws and regulations and provide quality mental health care.
- Establish, facilitate and maintain effective communication between medical, professional, clinical and technical staff, including managers and staff in other local, state and federal agencies.

- Assists the Behavioral Health Director in development of mental health and other service programs to meet the needs of the community.
- Plans, schedules, assigns, evaluates, and directs the programs and the work of behavioral health clinical staff.
- Provides direction and oversight for clinical behavioral health programs and activities, such as Drug Medi-Cal, Harm Reduction Program, crisis response team, and school-based counseling services.
- Provides crisis services, including on call 24/7 and/or supervising on call staff 24/7.
- Develops and interprets policies and procedures for all assigned programs.
- Advises staff on the interpretation and application of departmental policies and behavioral health laws and regulations.
- Interprets policies and regulations for the public.
- Assists with the development and monitoring of program budgets for assigned programs and services.
- Develops or analyzes information concerning community health needs, including the coordination and interpretation of statistical data.
- Evaluates the effectiveness of existing practices and helps formulate new policies and practices.
- Performs program planning and development work.
- Reviews funding opportunities and assists with grant development and administration.
- Prepares reports and correspondence.
- Acts as a consultant to outside agencies.
- Represents the department in meetings with other government, community, and state agencies.
- Convenes and facilitates community collaboratives.
- Serves as an advisor to the Behavioral Health Director.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move object weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of audio-visual equipment; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is usually performed in an office, school, or institutional environment; frequent contact with staff and the public. Incumbents may be required to drive in remote areas of the County in all weather conditions.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Thorough knowledge of co-occurring disorders including harm reduction philosophy and concepts concerned with providing a unified SUD/MH program.
- Thorough knowledge of MHSA, State, Federal and Private funding that may have regulations and protocols.
- Federal, State and local laws, regulations, policies and standards pertaining to County Behavioral Health and Substance Use Disorder programs, including those pertaining to an individual's legal rights.
- Available community resources for substance use and mental health services and social supports
- Principles of program development and evaluation.
- Harm Reduction and Strength Based treatment models and philosophies
- Program planning, development, and administration.
- Principles and practices of budget development and expenditure control
- Principles of supervision, training, and performance evaluation.
- Applicable state and federal guidelines and regulations.

Ability and willingness to:

- Assist the Director of Behavioral Health with the management and administration of the Department.
- Plan, organize, develop, and manage programs and services.
- Supervise, train, evaluate and motivate assigned professional and support staff.
- Perform a variety of mental health assessments and therapeutic services.
- Provide clinical therapy services.
- Communicate effectively with people from diverse ethnic and socioeconomic backgrounds.
- Explain complex and technical terminology and concepts in an understandable and non-threatening manner.
- Direct the establishment and maintenance of a variety of personal, medical, and administrative records, clinical documentation, and related materials.
- Effectively represent the Behavioral Health Department in contacts with clients, the public, community organizations, other County staff, and other government organizations.
- Establish and maintain a positive and encouraging work environment.
- Develop, organize, analyze, and interpret statistical data.
- Develop and administer a budget and control expenditures.
- Communicate effectively orally and in writing, including the preparation of clear, concise narrative reports.
- Establish and maintain cooperative working relationships with those colleagues, supervisors, and customers/clients.
- Regularly work well under pressure, meeting multiple and sometimes conflicting deadlines.

Training and Experience:

Any combination of training and experience, which would likely provide the required knowledge and abilities, is qualifying. A typical way to obtain the required knowledge and abilities would be:

- Three (3) years of licensed clinical experience at a level equivalent to Mental Health Clinician
- Completion of Master's degree in psychology, social work, counseling, public health, nursing or closely related fields from an accredited college or university
- "In-kind experience" in a Public Mental Health/SUD system can also, under certain circumstances, fulfill this requirement.
- Possession of, or ability to obtain, an appropriate valid California Driver's License.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents will be required to follow instructions and to perform other job related duties as may be required.