

CLASS SPECIFICATION FOR
MH/DS Program Manager

GENERAL STATEMENT OF DUTIES: Manages and administratively supervises a major and diverse program of Mental Health/Developmental Services such as Emergency Services, Residential Services, Substance Abuse Services, Managed Care/Consumer Services Administration or Behavioral Healthcare Evaluation and Information Management; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: This work involves program/service development and management of a major mental health, developmental services or substance abuse program or administrative service of MH/DS. The incumbent is responsible for the comprehensive planning, implementation, administration and monitoring of a specialized program and its full range of services, as well as the training and professional and administrative supervision of staff assigned to the program or service. Though most of the employee's time is spent on administrative concerns, those managers who oversee consumer services may also provide limited direct services to clients or program participants. An incumbent in this class frequently manages program activities at multiple sites and may also be responsible for managing the facilities that house the program or service. Receives administrative supervision and general program/policy direction from an MH/DS Division Director or the MH/DS Senior Division Director.

EXAMPLES OF WORK (illustrative only):

- Develops written procedures to provide guidance for staff;
- Selects personnel under the supervision of an MH/DS Division Director or the MH/DS Senior Division Director;
- Trains and evaluates staff;
- Conducts both short- and long-range planning;
- Provides administrative and/or programmatic supervision to program or administrative operations staff;
- Establishes and maintains effective working relationships with appropriate local and State agencies and other organizations as designated;
- May provide intensive clinical supervision to staff;
- Participates in regular administrative meetings and conducts staff meetings;
- May prepare special project grants;
- May provide limited direct services to clients or program participants;
- May provide program and case consultation to other community agencies or organizations;
- May conduct educational programs or give presentations to community groups;
- Plans and conducts in-service training for staff;
- May coordinate contractual or ancillary services for program participants and clients;
- May oversee the management and maintenance of program buildings and facilities;
- May conduct client, program or administrative service evaluations;
- Expands own knowledge by such means as academic study, independent reading and attending outside conferences, workshops, seminars, etc.;
- May conduct surveys/needs assessments to evaluate community attitudes toward program services and delivery;
- Performs related work as assigned.

MH/DS Program Manager (continued)

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Extensive knowledge of community mental health, developmental services, substance abuse or other health care system concepts and practices; extensive knowledge of normal and abnormal psychology, personality development, group/family dynamics, mental illness, developmental services, substance abuse, residential and vocational services for the mentally retarded and/or mentally ill, a wide range of prevention/treatment/rehabilitative techniques and modalities and the ability to apply them successfully in MH/DS/SA setting, or health care administrative, evaluation and financial operations [depending upon area of assignment]; strong leadership, management and supervisory skills; ability to identify community and/or organizational needs and to design and implement services which meet these needs; ability to effect and maintain good working relationships with clients, and their families, co-workers, the general public, representatives of other human service agencies and representatives of funding sources; ability to keep accurate records and to make reports in a timely and concise fashion; skill in oral and written communications; ability to establish goals and direct staff toward accomplishment of such goals; ability to monitor program or administrative service delivery and to evaluate and modify as needed.

MINIMUM EDUCATION AND EXPERIENCE: Possession of a two-year master's degree in clinical social work, psychology, rehabilitation, nursing, a related behavioral science or health care/rehabilitation administration field and four (4) years of work experience in a directly related mental health/developmental services/substance abuse/health care administration setting [preferably including at least one (1) year in a supervisory capacity]; OR, a doctoral degree in a field directly related to the position assignment and three (3) years of work experience in a directly related setting (preferably including at least one [1] year in a supervisory capacity); OR, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

ADDITIONAL REQUIREMENTS: Candidates for individual positions may be required to hold or be qualified to work towards licensure or accreditation in the appropriate discipline. May require a pre-employment physical examination and/or regularly scheduled medical tests administered by Henrico County Employee Health Services, the components of which are based on and appropriate to the specific sensory and/or physical demands of the given position or upon standards established by the State.

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This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.