

GENESEE COUNTY

CLINICAL SERVICES DIRECTOR (HELP Program)

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position involving responsibility for direct oversight for all clinical programs and clinical staff within the County Mental Health Department. The incumbent ensures all state regulatory and internal standards are adhered to, provides administrative oversight to programs within the department as well as licensed satellite offices within the community. Assumes the duties of the Director of Community Services and the Deputy Director of Community Services in their absence. Does related work, as required.

TYPICAL WORK ACTIVITIES:

Coordinates the operation of the Clinical Services Units of the County Mental Health Services both internally and with community agencies;

Negotiates and writes working agreements with other service agencies, and insures good liaison connection;

Oversees recruitment, supervision and coordination of all clinical and clerical support staff in all clinical program units;

Coordinates and directs Quality Assurance and Program Certification processes;

Establishes and monitors Treatment Planning and Utilization Review processes;

Ensures OMH documentation standards and regulations are met;

Reviews NIMRS incidents, coordinates Special Review Investigations and meetings;

Determines and monitors budgetary needs for clinical trainings and supplies;

Plans and conducts staff meetings;

Coordinates and directly supervises On-Call Emergency Service;

Directs in-service training, staff development, and performance evaluations of all staff in the clinical services units;

Supervises and conducts evaluations of Clinical Supervisor;

Recommends development and modifications for County programs, and assists with Local Mental Health Services Plan;

Initiate, develop and implement departmental Policy and Procedure Manual;

Coordinates and provides community consultation, education, and information services on mental health issues;

Reports on agency's clinical metrics;

Attends OMH initiative meetings and completes required activities;

Participates in TAM meetings;

Manages and investigates client complaints;

Facilitates MHL 9.45 orders as designee;

Accommodates client's records requests pursuant to Mental Hygiene Law Chapter 27, Title E, Article 33, Section 33.16;

Assists with OMH site review and creates and executes applicable Performance Improvement Plan;

CONTINUED.....

CLINICAL SERVICES DIRECTOR (HELP Program)

Page 2

Creates, manages and monitors OMH approved satellite sites;
May carry a limited case load.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND/OR PERSONAL

CHARACTERISTICS: Comprehensive knowledge of services and functions of community-based, out-patient psychiatric services; thorough knowledge of current psychiatric treatment modalities; thorough knowledge of New York State Mental Hygiene Law and Codes, Rules, and Regulations; good knowledge of administrative and supervisory practices; good communication skills; ability to develop long and short range plans; ability to direct the day-to-day operations of mental hygiene outpatient services; ability to prepare and present concise and coherent oral and written reports; ability to establish effective working relationships with staff; consumers, providers, family members, significant others, regulatory personnel and the public; tact and courtesy; integrity; good judgment.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk and hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

CONTINUED.....

CLINICAL SERVICES DIRECTOR (HELP Program)

Page 3

MINIMUM QUALIFICATIONS:

EITHER:

- A. Possession of a Doctorate Degree in social work, psychology, rehabilitation counseling, psychiatric nursing, or other human services field acceptable to the NYS Department of Mental Hygiene, and New York State Certification in the area of professional degree, if appropriate, AND four (4) years of full-time, paid experience in a psychiatric setting, at least two (2) years of which shall have been in an administrative or supervisory level which demonstrates the ability to direct the day-to-day operation of psychiatric outpatient services;

OR:

- B. Possession of a Master's Degree in social work, psychology, rehabilitation counseling, psychiatric nursing, or other human services field acceptable to the NYS Department of Mental Hygiene, and New York State Certification in the area of professional degree, if appropriate, AND five (5) years of full-time, paid experience in a psychiatric setting, at least two (2) years of which shall have been in an administrative or supervisory level which demonstrates the ability of direct the day-to-day operation of psychiatric outpatient services.

NOTE: Your degree 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 was awarded by an educational institution outside 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 <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Non-competitive Class
Adopted 9/24/24