

COUNTY OF SOLANO

MENTAL HEALTH SERVICES COORDINATOR

Est. 7/06

DEFINITION

Plans, organizes, coordinates, and oversees one or more programs that address community support, social rehabilitation, continuing care and/or treatment of mentally, emotionally and behaviorally disturbed, and/or substance abuse clients and their families; assists in the development, implementation and evaluation of policies and procedures related to program activities; ensures that work is performed in an effective and efficient manner; provides staff support to higher level management.

CLASS CHARACTERISTICS

This is a program coordinator level classification. All work is performed within the limits of professional standards, carrying out necessary activities without direction except as new or unusual circumstances arise. Employees participate in development and implementation of programs, services, quality assurance, performance standards, and/or contract development and monitoring. Judgment is required both in interpreting established policies, goals, and objectives, and in applying concepts, plans, and strategies. Employees monitor and review work in progress, providing technical assistance and guidance, and ensure that appropriate policies and procedures are followed. Employees may provide administrative supervision over professional, technical and/or clerical staff, but this function is ancillary to the primary function of the classification. Incumbents participate in developing and monitoring the assigned budget. This class is distinguished from the Mental Health Supervisor class in that the latter requires a Marriage and Family Therapist (MFT) or Licensed Clinical Social Worker (LCSW) and may be responsible for providing clinical services and clinical supervision of professional staff. The Mental Health Services Coordinator is flexibly staffed with the Mental Health Supervisor classification and can promote to that level upon meeting the qualifications for the classification.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from a Mental Health Manager, Administrator or Director.

May provide administrative, non-clinical supervision over program staff.

EXAMPLES OF DUTIES - *Duties may include but are not limited to the following:*

Provides consultation, oversight and coordination of services with other agencies, private care providers, and treatment facilities; develops and maintains the division's community resources network; meets with community organizations, client and family member organizations, private individuals, agency administrators, and professional staff to gain cooperation in achieving program goals.

Gathers and analyzes information to determine new and ongoing program needs; determines program objectives and formulates procedures and protocols for program services; monitors progress toward objectives; participates in the development and implementation of policies, and priorities.

Reviews program proposals/plans to determine time-frames, funding limitations; develops recommendations for accomplishing program objectives, staffing requirements and allotment of funds to various program components; provides operational and budgetary oversight of assigned programs including reviews to conform to quality assurance standards.

Develops grant applications and program proposals to obtain state and federal funding; administers and oversees specially funded program(s) and/or functions(s); negotiates with service providers regarding procedures, costs, and other contract matters; oversees and monitors contracts.

Reads, analyzes, interprets and ensures compliance with laws, regulations, policies and procedures governing assigned program operations; determines and reports on impact of proposed legislative and regulatory changes; assists in development of County policies to effect changes in program operations.

Supervises, trains, assigns and evaluates staff; determines utilization of staff.

Represents the agency before boards and committees, in public meetings, and to other government agencies in specific areas of assignment; serves on and/or is the staff person assigned to committees and groups involved in specific program assignments.

Participates in developing procedure manuals and instructional materials and assists in developing and implementing program goals; assists management in evaluating program needs and in the development of effective program delivery.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principals and practices of public administration and program management, including planning, implementation, and evaluation.

Policies, regulations and procedures governing assigned programs; goals and limitations of public programs within a specific assignment; legal requirements affecting service delivery and operations; Federal, State and local laws, codes and regulations governing mental health and substance abuse treatment.

Supervisory principles and practices including planning, assigning, and reviewing work, maintaining standards; employee development and evaluation.

Administrative principles and practices including budgeting, program planning, developing and evaluating grants, contracted services, programs and funding report requirements.

Analytical techniques including data collection and presentation methods.

Basic psychological, physical, and social aspects of mental disorders, chemical dependency, and recovery; requirements of services available to treat targeted populations including cross cultural counseling; impact of cultural, gender or socio-economical status on manifestations of emotional distress and mental illness.

Agency purposes, goals, and policies; services and activities of public and private health and welfare agencies including referral sources and community resources.

Community based service models; practices and techniques of strength based consumer and family service delivery models.

Laws regarding treatment and supervision of out-patient services to mentally ill offenders as well as familiarity of justice agencies.

Skills to:

Utilize basic office equipment.

Ability to:

Interpret and apply a variety of complex county, state and federal regulations, policies and guidelines related to a specific program; comply with laws, regulations and professional practices governing program services and operations; research regulations, procedures and/or technical reference materials.

Participate in program and budget planning and program evaluation; develop and implement program goals and objectives; identify program needs and establish priorities for the delivery of services.

Identify and evaluate the need for developing proposed changes in program practices and procedures; collect and analyze data to establish/identify needs, evaluate program effectiveness; assist in developing goals and objectives for assigned work units or projects; prepare narrative and statistical reports; interpret administrative direction for incorporation into operational policy and procedures.

Supervise, advise, consult with and train others engaged in professional and technical work; secure cooperation and teamwork among staff; organize and prioritize work assignments; determine and evaluate level of achievement and performance.

Maintain accurate records and document actions taken.

Maintain confidentiality of information.

Communicate orally and in written format and interact in situations requiring instructional, persuasive, consultative, counseling and motivational skills.

Recognize and respect limits of authority and responsibility.

Establish and maintain professional relationships with clients, children, representatives or the community served, employees of County departments, outside professional staff, and other agencies and the public.

Experience and Education/Training

Education:

Three years of increasingly responsible experience in a mental or health services related program of which one year was in a supervisory, program coordinator or lead capacity.

Education/Training:

A Bachelor's degree is required from an accredited college or university with a major in psychology, social work, public administration, health services administration, or a related field; a Master's degree in a related field is desirable.

SPECIAL REQUIREMENTS

Driver's License: Possession of, or ability to obtain, a valid California Class C Driver's License may be required at the time of appointment. Loss of the Class C Driver's License is a cause for discipline. Individuals who do not meet this driver's license requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Assignment Requirements: Some positions in these classes may require work in an out-station location or in a setting with other professionals integrated as a team.

SUPPLEMENTAL INFORMATION

Travel: Independent travel may be required to various work sites and client residences.

Background Investigation: Candidates for some positions in this class will be required to pass a background investigation in accordance with applicable law, regulation, and/or policy.

Compliance Agreements: Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with mandatory child and elder abuse reporting, drug free workforce, and confidentiality.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and

materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as traffic hazards or bright/dim light.

Donald W. Turko
Director of Human Resources

Established Date: July 2006
CSC Date: July 2006