

Job Title: Director of Mental Health Services
Reports to: Chief Executive Officer
Job Status: Salaried / Exempt
Org Band: Director

Salary Range: \$110,000 - \$125,000 Annually + Benefits

Job Summary: The Mental Health Program Director provides leadership to ensure the delivery of excellent mental health programs in alignment with agency goals of increased access to services, a whole-person and whole-family approach, and continuous improvement. Working in partnership with other agency programs as well as external partners, the Director ensures all mental health programs are responsive to identified community needs and state and county contracts.

The Director has oversight of Family Partners and Peer-based programs, and the Enterprise Recovery Center. The Director oversees contract outcomes and requirements and Title 9 regulations related to Medi-Cal billing for mental health services. The Director provides support and training to Peers imbedded in Marin County's Behavioral Health & Recovery Services' (BHRS) behavioral health team. The Director participates as part of the agency's Leadership Team, focused on increasing the agency's growth and sustainability by improving programs, establishing clear policies and procedures, and assuring programs are fiscally sound.

The Director works collaboratively across all programs to promote and increase services for people with mental illnesses and lived experience and is the agency's lead in all county-facing engagements where mental health is an issue. Responsibilities include oversight of program budgets, community outreach, staffing review and management, development, and coordination of existing and new programs, strengthened relationships with county partners, growing strategic partnerships, and participation in fund development activities as required to sustain and grow programs to meet community needs.

Primary Responsibilities

- Ensures programmatic excellence and leads the Mental Health teams as one for a strong and responsive County-wide presence, exemplifying the principles of peer-led recovery and client-centered service.
- Supports and supervises managers and coordinators of the Enterprise Recovery Center, Family Partners, Peer Mental Health, and Peer Education teams, ensuring that employees fulfill job requirements, meet expectations toward a model set of programs, and contribute to a collaborative, effective team.
- Ensures compliance with Title 9 regulations as related to Medi-Cal mental health services.
- Conducts monthly and quarterly internal utilization reviews of Medi-Cal services, and provides training to Peers and Supervisors as needed.

- Provides Title 9 training requirements Peer Supervisors and Peer Specialists as well as coordinating on-going monthly/quarterly staff trainings.
- Responsible for the administrative functioning of the department, including the implementation of all strategic planning activities aligned with the agency-wide strategic plan.
- Conducts monthly and quarterly internal-peer based Utilization Reviews to ensure compliance with DHCS (Dept of Health Care Services).
- Represents the agency on various committees and groups in the peer community (e.g., CAMHPRO, NAMI, CASRA) and at Behavioral Health & Recovery Services meetings.
- Establishes staffing requirements for all program areas. Working with the Director of Human Resources and program managers, directs the recruitment, selection (and when necessary) progressive disciplinary action or termination of staff.
- Manages the department within allocated budgetary parameters and contracts; collaborates in the development of the fiscal budget with the Director of Finance to ensure sound fiscal practices and procedures.
- Supervises the Privacy Contact for the program, who is responsible for maintaining all required records, logs, and systems in compliance with HIPAA regulations.
- Maintain Medi-Cal recertification with Marin County Behavioral Health & Recovery Services, including, but not limited to, arranging fire clearance, site certification, and any plan of correction.
- Create and submit required annual reports for contract compliance and agency needs.
- Conduct annual performance evaluations for direct reports.
- Attend monthly agency meetings; meet with supervisors regularly to discuss changes in programs and other relevant issues as needed to ensure alignment with agency and department goals and objectives.
- Meets regularly with CEO.
- Other duties as assigned.

Qualifications

- This is a licensed position and requires a current license of at least two (2) years as a Marriage & Family Therapist (LMFT), Clinical Social Worker (LCSW) as licensed by California State BBSE
- Minimum of seven (7) years of experience in a community mental health agency with at least five (5) years providing direct services and administrative supervision of staff providing direct services.
- Experience working with peer providers directly or collaterally.
- Must have training and experience providing Quality Assurance (QA) and Quality Improvement (QI) both internally and externally (Medi-Cal Utilization Reviews) as related to Title 9/Medi-Cal mental health documentation.
- Working knowledge of co-occurring disorders, evidence- based model practices, trauma-informed care, harm reduction, motivational interviewing and chronic homelessness.
- Knowledge of crisis intervention, de-escalation, and the ability to support staff in agency safety protocols.
- A successful track record working with, and sensitivity to, multi-cultural populations
- Experience working with mental health contracts and budgets.
- Fluent in English, bilingual English/Spanish a plus.
- Ability to work under pressure, multi-task, and prioritize quickly.
- Excellent people skills and excellent listening skills.
- Professional computer skills - including Outlook, Zoom, Excel and Word.

*Created: 1/2020
Updated: 6/2020
Updated 12/2020*

- Valid California Driver's License with the ability to be insurable through the Agency
- Must be able to pass a Live Scan and background check and Medi-Cal Fraud review.

Physical Requirements

- Ability to sit, walk, stoop and stand intermittently
- Ability to grasp, push and pull objects such as files, file cabinet drawers and reach overhead
- Ability to operate a telephone and use a computer

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