

# **LINN COUNTY CLASSIFICATION**

**TITLE: MENTAL HEALTH OPERATIONS MANAGER**

**NUMBER: 795**

**APPROVAL ORDER NUMBER: 2021-145**

**PAY RANGE: 24**

**DATE: JUNE 15, 2021**

**CATEGORY: MANAGEMENT/EXEMPT**

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: Under the administrative direction of the Mental Health Program Manager, the Mental Health Operations Manager is responsible for planning, organizing, directing, coordinating, evaluating and monitoring Linn County Mental Health Services operations; contracts/MOU's and assist with community relations. Assumes responsibility for the Mental Health Program in the absence of the Mental Health Program Manager.

SUPERVISION RECEIVED: Works under the general direction of the Mental Health Program Manager who assigns duties and provides guidance with challenging or sensitive operational or community matters. Evaluates program quality and effectiveness. A person in this classification is expected to function with significant independence; assists with program specific policies and procedures; and, exerts considerable latitude of judgment.

SUPERVISION EXERCISED: Exercises supervision over all staff assigned to programs for those with mental and emotional disorders. Assign duties, provides direction, advises and consults on problems and interpretations of laws and regulations; participates in the selection of new personnel; oversees program staff training, schedules leaves of absence, resolves grievances at the program level, evaluates performance and recommends personnel actions as delegated by the Mental Health Program Manager.

ESSENTIAL FUNCTIONS: A person employed in this classification must possess the capability to perform the following duties to be considered for and remain in this position. The duties are essential functions requiring the critical skills and expertise needed to meet job objectives. Additional, specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

1. Provides Operational and Quality Management oversight of the Mental Health Program under the direct supervision of the Mental Health Program Manager. Assumes responsibilities of Mental Health Program Manager in his/her absence.
2. Manages and monitors contract and MOU development for the Mental Health Program. Manages CCO relationship with regard to Delivery System Design Team; Mental Health Innovation Fund pilots/proposals; grant pursuits and monitoring, etc.
3. Provides high level of quality assurance with the Mental Health Program. This includes, but is not limited to, developing procedures to manage and improve CCO Performance Metrics; develop and support procedures with Compliance; ensures compliance with state/federal regulations and addresses changes in a timely manner; and, support collaboration between billing and clinical and develop essential reports and procedures to implement efficiencies for clinical teams.
4. Manages policy and procedure development and implementation by representing the Mental Health Program in the department-wide policy and procedure committee.

5. Develops and facilitates supervisory, clinical and administrative education and provides oversight and coordination for Mental Health Program staff development.
6. Develops and maintains community relationships and participates in community engagement related to mental health issues and service delivery.
7. Provides after-hours emergency services to individuals and other community agencies as requested.
8. Performs Merit System Evaluations on employees assigned/directly supervised.
9. Develops and maintains effective and harmonious work relationships with others.
10. Maintains regular and predictable work attendance.

**OTHER FUNCTIONS:** This classification covers the most significant essential functions performed by an employee in this position but it does not include other occasional work which may be similar to, related to or a logical assignment of this position. Any one position in this classification may be assigned some or all of the duties listed under essential functions or that arise as other functions. The balance of the various duties, responsibilities and/or assignments of this position may change from time to time based upon management's decisions on how to best allocate resources. Any shift, emphasis or rebalancing does not constitute a change in the essential functions of the job classification.

**RECRUITING REQUIREMENTS:** (Additional specific details may be provided by the specific office or department job announcement, if applicable).

**KNOWLEDGE, SKILL AND ABILITY:** Thorough knowledge of the theory, principles and practices of comprehensive community mental health services. Thorough knowledge of evidence based mental health treatment, including assessment, diagnosis, treatment planning and psychotherapeutic technique. Considerable knowledge of community mental health service delivery, including knowledge of statutes and administrative rules which govern community mental health programs for the mentally and emotionally disturbed. Knowledge of administrative principles and supervision practices associated with mental health program planning and supervision and personnel management. Considerable knowledge of psychological and personality testing and their application to the diagnosis and treatment of mentally ill persons. Mastery of the functions and procedures of other health, social service and educational agencies. Considerable knowledge of laws and regulations applicable to mental health programming. Advanced skill in psychotherapy techniques with a wide-variety of clients.

Ability to perform general mental health needs assessments and apply that knowledge to the development of services. Ability to deal professionally with persons who have mental health problems. Ability to conduct thorough interviews, assessments and evaluations. Ability to write clear and concise reports. Ability to provide leadership and maintain effective working relationships with peers, supervisors and professionals in related disciplines. Ability to use word processing as required by the position.

EXPERIENCE, EDUCATION AND TRAINING: Six years of post-Master's experience in mental health including a minimum of 3 years of clinical supervision and/or program planning responsibilities. Master's Degree in a counseling or social work related field; or, any satisfactory equivalent combination of experience, education and training which demonstrates the ability to perform the work described.

NECESSARY SPECIAL QUALIFICATIONS: Certain assignments may require certification by the State Health Services Division following appointment. Possession of a valid motor vehicle operator's license and an acceptable driving record at the time of appointment may be a condition of employment. Appropriate licenses, registration or certification may be required.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is generally performed indoors in multiple offices or clinic settings. Work may also involve travel to various community agencies, client homes and schools throughout the County. Work involves a significant amount of locomotion including operation of a motor vehicle and movement from the vehicle to the office, clinic, community agency or school. Requirements include the ability to see, talk and hear; sit stand and walk, bend and stoop; use hands to handle or operate objects, tools or controls, including use of a computer keyboard; reach with hands and arms and lift or move thirty (30) pounds.