JOB DESCRIPTION

POSITION: Director of Behavioral/Mental Health Services
DEPARTMENT: Clinical Services/Mental & Behavioral
REPORT TO: Chief Medical Officer
TIME/STATUS: Regular, Full-time, Exempt
BENEFITS: Full
UNION: No

POSITION SUMMARY:
Under the supervision of the Director of Programs, the Director of Behavioral/Mental Health Services is the lead clinician in charge of all aspects of behavioral health care services at TVHC, Inc. With a focus on holistic patient care, the Director of Behavioral/Mental Health Services must apply a multidisciplinary approach to promote optimum outcomes in the prevention, diagnosis and treatment of mental health patients/clients of TVHC. This position is also accountable to the Chief Executive Officer in matters of clinical compliance for mental health under the requirement of her/his licensing board in accordance with Federal and State regulations. The Director of Behavioral/Mental Health Services manages multiple service lines in accordance with behavioral health contracts including Mental Health PAC and EPSDT, among other programs, establishing quality measures for mental health service providers agency-wide (including all School Based and Clinical service sites). The management of clinical mental health services includes but is not limited to establishing clinical practice policy and protocols, individual/group supervision, case conferencing, quality assurance & improvement, reviewing treatment plans while setting the pace for a high-performance productive department. The position also offers the opportunity to represent TVHC at internal and external meetings as assigned by the Director of Programs and approved by the CEO.

DUTIES AND RESPONSIBILITIES
1. Provide clinical oversight in the delivery of behavioral and mental health services across multiple service areas, programs and overall service delivery sites. This includes the development of protocols, policy and procedures applicable to all behavioral/mental health service staff and programs.
2. Ensure compliance in all aspects of providing mental health services either directly or by collaborative efforts with Mental Health and Quality Assurance staff. Provide clinical guidance and support to School Based mental health program (Directors), Coordinators and Clinical Supervisors in the management of mental health services at all levels and TVHC sites.
3. Stay up-to-date on trends in standards of practice for mental health providers. Provide assistance in (directly or indirectly) training staff in necessary protocols, diagnosis and treatment methods, and clinical intervention strategies for quality mental health service delivery.
4. Directly supervise professional behavioral/mental health staff across different service platforms including, “Over 60” and HealthPAC programs to ensure performance measures are met in a...
manner that respects funding requirements and quality assurance protocols.

5. Manages all behavioral/mental health service lines according to Board of Behavioral Science (BBS)/California Board of Psychology (BOP) standards. May oversee or directly provide clinical supervision of staff in both one-on-one and in group supervisory settings for the purpose of approving hours towards staff licensing as required by each licensing board.

6. Provide coaching and hands-on supervision as needed with all behavioral/mental health staff. Works with staff and/or immediate supervisor(s) in cases requiring corrective or disciplinary action and performance improvement planning.

7. Assume all quality assurance supervisory responsibility over TVHC Clinical, EPSDT 0-6 and School Based Mental Health staff. Directly supervise all Supervisors, Quality Assurance and other direct-service staff as assigned.

8. Be available “on-call” for crisis intervention consultation at all program levels including AFLP, EPSDT, School Based or other departments where mental health and case management services are delivered.

9. Administer grant and contract rules and requirements applicable to the delivery of mental health services. Monitor performance of mental health services staff to ensure productivity standards are consistent with funding requirements.

10. Work with and Manage Quality Assurance staff (including School Based and TVHC Clinical MH Programs) to provide guidance in proper charting/documentation practices to meet BSS and BOP standards and funding requirements. Troubleshoot problems with charting through root-cause analysis and development of new policies to assist mental health services staff in proper service documenting/billing practices.

11. Provide regular reports to the Director of Programs on all aspects of mental health services programs. Organize and present program performance detail as needed and directed by Director of Programs.

12. Attend, participate in and report at various internal and external (off-site) meetings and trainings as required. Represent Behavioral/Mental Health Services at internal (TVHC) meetings of clinical staff using an interdisciplinary approach to patient/client care.

13. Maintain good relationships with community stakeholders and partners in mental health service delivery as directed.

14. Attend trainings, workshops and other relevant professional development events approved by the Director of Programs and/or CEO. Make recommendations on quality improvement measures based on current best-practices.

15. Assist the Director of Programs in on-going assessment of program staff; including annual performance evaluation, performance improvement, identifying training needs and creating a yearly training plan to meet those needs.

16. Maintain confidentiality regarding privileged administrative and client information in a professional manner.

17. Perform all duties and services in full compliance with TVHC’s Service Excellence Standards. Other duties as assigned.

QUALIFICATIONS

1. Demonstrated desire and experience working with ethnically diverse populations.

2. Intermediate to advanced computer skills and experience with various software programs as required by the position.

3. Strong organizational/time management skills; ability to multi-task in a fast-paced and often stressful environment; demonstrated flexibility in regards to job duties and assignments; ability to
work effectively independently and as part of a team to organize tasks, problem solve, make
decisions, while handling multiple priorities.
4. Excellent verbal and written communication skills demonstrated by the ability to communicate
effectively and relate congenially with parents, children, clinic staff and providers, and community
referral representatives.
5. Proven understanding of standards and practices governing patient/client confidentiality;
demonstrated ability to preserve client confidentiality.
6. Thorough knowledge of and willingness to adhere to mandated reporting requirements as stated by
law; working knowledge of generally accepted QA standards and procedures.
7. Position requires moderate physical activity such as sitting, traveling, walking, driving, bending,
lifting, and computer usage.
8. Valid California Drivers License, auto insurance and ability to accept travel assignments as
required.

EDUCATION AND EXPERIENCE
1. Masters degree in social work, psychology, and counseling or related field required.
2. Licensed Clinical Social Worker (LCSW) licensed Marriage and Family Therapist (LMFT) or
Licensed Psychologist (Psy.D. or Ph.D.) with a minimum 5 years of professional licensure in the
state of California as required.
3. Have taken all supervisory courses as required by BBS/BOP to supervise clinical mental health
staff including BBS registered interns and Pre and Post Doctoral level registered interns.
4. At least three years prior experience in administration, coordination with supervision of mental
health and/or case management/counseling services programs required.
5. Prior work experience in a social services or healthcare setting as a direct client services provider
(i.e. case management, social worker, or other) highly preferred.

Approved: ___________________________ Date_________________
Chief Executive Officer

Approved: ___________________________ Date_________________
Board of Directors

I have read the above job description and agree to perform the responsibilities as described above. I
understand that this job description is intended to describe the general nature and level of work performed.
It is not intended to serve as an exhaustive list of all duties, skills and responsibilities required of
personnel as classified.

________________________________________ Date_________________
Employee Signature

________________________________________
Print Name