

CENTER ADMINISTRATOR - CMH

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class manages, organizes, supervises and administers the staff and clinical oversight and operations of a Westchester County Mental Health Clinic and ensures the delivery of mental health services are in accordance with New York State Mental Hygiene Laws which govern the delivery of service and operations of mental health clinics. Responsibilities include formulating and implementing manual and clinical operational goals and/or objectives for the clinic, interpreting and administering departmental policies and procedures, training and evaluating staff and overseeing organizational and programmatic operations. Supervision is exercised over professional and clerical staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Manages and supervises a mental health clinic operation which provides quality clinical services including diagnostic evaluations, mental health treatment, and referrals in compliance with New York State Mental Hygiene Laws;

Directs all personnel and organizational activities to ensure the clinic is providing quality services to the community with the greatest efficiency;

Organizes and delegates clinical operation tasks including case flow, medication, client charts, equipment, maintenance, etc. to ensure the continued operation of the clinic;

Assists with the formulation and implementation of clinical goals for the mental health clinic which are consistent with the overall objectives of the Westchester County Department of Community Mental Health;

Trains and evaluates professional and clerical staff to establish and maintain educated and quality personnel;

Manages and schedules staff to ensure proper clinic coverage at all times;

Ensures billing process of the clinic is effective which includes fee collection, insurance verification, billing, and electronic health record effectiveness

Provides departmental executive staff with periodic statistical, and production reports on the operations of the center;

Devises and implements a system of utilization review to ensure that appropriate treatment and documentation is provided as dictated by New York State guidelines;

Provides assessment, treatment and crisis intervention for a caseload of patients and handles emergencies in the absence of assigned staff;

Keeps abreast of developments in the field of community support systems, including new treatments and evidence-based practices for serving adults with serious mental illness, co-occurring disorders and trauma informed practices;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Ensures the utilization review process is in accordance with regulatory requirements;

Coordinates planning for 24 hours a day/7 days per week availability of crisis services for individuals admitted to the program

Provides public education, information and referral services to consumers, county departments, non-mental health agencies and professionals, private and voluntary agencies;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge and experience in the principles and techniques used in providing and coordinating the delivery of mental health services; good knowledge of the laws, regulatory requirements, and standards of care, applicable to mental health outpatient treatment and rehabilitative service programs; ability; good knowledge of electronic health records; good knowledge of community organization and resources; ability to evaluate programs and services; ability to work cooperatively with administrative and professional level personnel; ability to supervise the work of others; commitment to the values of the program exemplified consistently in daily work, including person-centered and trauma-informed language and practices;. ability to effectively use computer applications such as spreadsheets, word processing, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; initiative; tact; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a valid license and current registration as a Licensed Clinical Social Worker (LCSW)* and five years of experience as a clinician in a mental health setting, two years of which must have been in a supervisory capacity over mental health professionals.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Must maintain an active license and current registration as a Licensed Clinical Social Worker (LCSW)