

PROGRAM ADMINISTRATOR (MENTAL HEALTH)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class administers and coordinates all activities and services related to mental health programs to ensure compliance with State regulations and priorities and to meet the needs of the mentally ill population. The incumbent must be knowledgeable in all aspects of the operation of contractual mental health programs and programs including client services, fiscal affairs, licensure and logistics. The position is characterized by extensive contact with the officials of treatment centers, outpatient clinic providers, psychiatric hospitals, police agencies/FBI, various courts, correctional facilities, and funding and licensing agencies, both directly and through field coordinators. The incumbent is expected to contribute substantially to the development of program operating policy, although operations are carried out within the policies and procedures approved by the Commissioner of the Department of Community Mental Health. Administrative oversight is exercised over matters in the treatment centers and agencies which contract with the Department of Community Mental Health. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Directs the planning, organization and coordination of mental health services through liaison with other County departments, affiliated hospitals and clinics, various courts, police/FBI, agencies, and correctional facilities;

Monitors and oversees all assigned contractual programs, reviews annual budgets, program plans, personal modifications, staffing patterns and program operations to ensure that programs are compliant with local and State laws and regulations, and that the programs are comprehensive, client centered and well integrated in the community;

Evaluates and analyzes the agency's performance by comparing program benefits to the agency's goals and comparing costs of programs to benefits so as to recommend resource allocations for agency programs as well as to develop alternative approaches/strategies to agency goals, achievements and problem situations;

Researches new programs, identifying models that have proved effective elsewhere, and explores resources for the development of said programs;

Develops and expands new contractual programs in cooperation with agency staff, client/community needs and regulatory objectives and priorities to support the planning and program development divisions of the Department;

Collaborates and integrates efforts between and other community support programs, and between different educational, vocational and housing departments to ensure the comprehensiveness, continuity of care and availability of programs;

Prepares letters of agreement with providers of services in both the public and private sectors;

Develops fiscal plans by preparing and reviewing budgets, allocating funds for component programs and shifting funds based on program needs;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Prepares for the Commissioner, written standards for patient care and recordkeeping; communicates the standards to operating staff through appropriate means, e.g., memoranda, in-service training; institutes and maintains compliance systems;

Identifies system-wide and individual program problems and works with agency staff to seek resolution of problems;

Participates in the development of the department's short and long-term planning efforts for goal setting, policy development, systems design, resource acquisition and utilization and interagency relationship building;

Establishes and maintains contact with various State and Federal agencies and agencies of other counties to secure information pertaining to service programs;

Prepares, submits and delivers verbal and written correspondence and reports in accordance with administrative policies and procedures;

Keeps abreast of recent developments, changes, innovative and creative techniques and programs within the mental health field through community meetings, professional networks, journals and academic associations;

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 of organizational and administrative processes and techniques particularly as applied to psychiatric rehabilitative programs, mental health treatment services and work experience facilities; good knowledge of the operations of treatment facilities; good knowledge of administrative, reporting and control procedures and techniques associated with budget, personnel, purchasing, and statistical reporting; good knowledge of the theories and philosophies applicable to mental health service; ability to work cooperatively with professional and non-professional personnel; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; initiative and creativity on recommending policy review or revision and developing procedural changes to improve and economize program services; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's degree* in social work, psychology, mental health, or closely related field, and four (4) years of administrative experience in the field of mental health treatment, substance abuse, or psychiatric rehabilitation programs.

SUBSTITUTION: Satisfactory completion of a Master's degree* in a mental health discipline, public administration, or health care administration may substitute for one year of the above stated experience.

*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.

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Job Group: XII