

PROGRAM COORDINATOR (MENTAL HEALTH SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position within the Department of Community Mental Health, is responsible for the development, implementation and coordination of mental health services in the community, for individuals with mental illness and/or co-occurring disorders and their families. Responsibilities include the development of guidelines and procedures to ensure the provision of community based, strength driven, culturally competent services. In addition to developing programs, guidelines and procedures for such services, the incumbent is responsible for program evaluation and review, and will oversee development and maintenance of the countywide Service Network including Mobile Crisis Response Teams (MCRT) serving individuals experiencing a behavioral health crisis. The incumbent will oversee the service and provide training to service teams and other professionals in the mental health and/or co-occurring disorder service systems to provide individualized services to adults and youths and their families, and will also demonstrate and participate in providing those services. Responsibilities include providing clinical supervision to Mobile Crisis Response Teams' direct care staff. Direct supervision is exercised over professional and clerical departmental staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative only)

Develops, implements and coordinates services for individuals with mental illness and/or co-occurring disorders, and their families;

Plans, organizes, directs and coordinates the activities of mental health care programs and activities;

Develops, plans, coordinates and oversees the Mobile Crisis Response Teams (MCRT) in the County;

Oversees the coordination of patient and family centered and team based activities designed to assess and meet the needs of the patients who are in crisis, and navigate them effectively and efficiently through the system of care;

Identifies the needs of the people in the community who are experiencing a behavioral health crisis and evaluates the quality of behavioral health services available in accordance with the principles and best practices of the industry, addresses issues and concerns, resolves problems and develops plans and objectives;

Supervises and/or oversees directly and through subordinates, a multi-disciplinary staff, including licensed mental health care providers, physicians, nurses and support staff in the Mobile Crisis Response Teams, and service providers under contract;

Coordinates DCMH mental health and/or co-occurring disorder services' programs with those of other agencies, including New York State Offices of Mental Health, Alcohol and Substance Abuse Services and Developmental Disabilities, and the Westchester County Departments of Social Services, Probation and Public Safety, and local police departments and other stakeholders;

EXAMPLES OF WORK: (Illustrative only) (Continued)

Analyzes and accurately evaluates management and organizational situations, and makes recommendations for effective improvements in the MCRT Teams and other programs;

Establishes and maintains effective working relationships with department staff, staffs of public and private agencies and groups, local police departments and service providers;

Analyzes and effectively evaluates the operations and services of mental health, substance abuse and developmental disabilities services programs, including those of contract providers;

Analyzes, interprets and implements laws and regulations governing mental health care services;

Directs complex budget activities of the MCRT programs including making effective recommendations regarding staffing and other personnel matters for efficient and appropriate service delivery;

Contributes and participates in the research and evaluation mechanisms and methodologies for use by management in developing the system of care;

Contributes to and participates in the development of spending plans for federal, state and local funds through the production of budget projections based on needs assessments of existing services and proposed services;

Develops and prepares monthly management reports and agency monitoring reports as a tool to assess the use of mental health services and to monitor progress towards the goals and objectives of the department;

Reviews trends in the field of mental health, existing and potential community resources and regulatory impacts to assess services delivery for the purpose of developing planning strategies;

Participates in preparing long range planning documents;

Develops research and data collection instruments and methodology to be used in analyzing current trends, issues and service indicators and in planning strategies for program development and funding;

Provides technical assistance to mental health agencies interested in developing new services and oversees compliance with state guidelines and established needs assessments;

Participates in the preparation of grant applications for funds available to mental health providers by governmental agencies and private foundations;

Maintains liaison with various health care and regulatory agencies and organizations to keep abreast of trends within the mental health field, attending meetings, conferences and seminars as needed;

EXAMPLES OF WORK: (Illustrative only) (Continued)

Use 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 the principles and techniques used in coordinating the delivery of mental health services to adults with mental illness and/or co-occurring disorders and their families; thorough knowledge of modern trends in the field of mental health and the regulations affecting the delivery of services in a community setting; good knowledge of automated systems and reporting techniques; ability to analyze costs, and interpret trends and changes within the field of mental health as they relate to the delivery of services and the impact on the community; ability to communicate effectively, both orally and in writing with both professional and nonprofessionals; 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; sound professional judgment; resourcefulness, initiative; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Master's Degree* in a mental health clinical discipline, mental health administration, health care administration, public administration, social work, special education or a closely related field, and four years of supervisory or administrative experience where a primary function was in the provision or coordination of mental health services for clients in need.

*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 Department of Education as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Possess and maintain a valid license to operate a motor vehicle in New York State, while in the title.