

## PROGRAM DIRECTOR - COMMUNITY SUPPORT SYSTEM

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Director of Mental Health Services, the incumbent of this position develops, administers and coordinates all activities and services related to seriously mentally ill adults and/or children, for the Department of Community Mental Health. The incumbent must be knowledgeable in all aspects of the operation of community support programs including service, fiscal affairs, and licensure. The position is also characterized by extensive contact with the officials of treatment centers, funding and licensing agencies, both directly and through field coordinators. The incumbent is expected to contribute substantially to the development of programs and operating policy, although operations are carried out within the policies and procedures approved by the Commissioner of the Department of Community Mental Health. Staff supervision is exercised over a small number of personnel. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Directs the planning, organization, and coordination of community support programming through liaison with each subcontracting agency, affiliated hospital, core service agency, and psychiatric center;

Keeps abreast of developments in the field of community support systems, including new treatments and services for maintaining the seriously mentally ill in the community;

Develops policies and programs for seriously mentally ill adults and/or children;

Oversees operation of a system of service for the seriously mentally ill;

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

Develops fiscal plans, prepares and reviews budgets, allocates funds for component programs and shifts funds based on program needs;

Researches new programs, identifying models that have proved effective elsewhere;

Explores resources for developing new programs;

Addresses community groups;

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 effective mental health programs and systems; thorough knowledge of the operations of treatment facilities; thorough knowledge of administrative, reporting and control procedures and techniques associated with budget, personnel, purchasing, and statistical reporting; thorough knowledge of the laws applicable to mental health treatment centers; ability to work cooperatively with others; ability to delegate responsibility effectively; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential tasks of the position; ability to communicate effectively, both orally and in writing; ability to effectively use computer applications such as spreadsheets, word processing, e-mail and database software; initiative and creativity in 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\* and six years of administrative experience in the field of mental health, public health, social services, or hospital administration, three years of which had as its primary function the management of mental health service programs.

SUBSTITUTION: Satisfactory completion of a Master's degree\* in health, business, public administration, or a mental health discipline may be substituted for one year of experience. There is no substitution for the three years of specialized 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.