

## PROGRAM SPECIALIST (MENTAL HEALTH)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position acts as a support specialist responsible for assisting in policy and procedure implementation of various programs in the field of community mental health. This position is also responsible for monitoring, developing and planning program-related activities, contracts, or payments in the assigned service. Supervision may be exercised over a small number of subordinate support staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Assists in planning, implementing, and improving Community Mental Health programs, as assigned;

Participates in developing and interpreting procedures and directives for assigned Community Mental Health programs to insure the implementation of departmental, state, and federal policies and program objectives in accordance with federal, state, or county legal requirements;

Oversees and controls reporting procedures manually and on automated systems;

Participates in the evaluation, analysis, development, and testing of automated systems in order to track, record and report operational activities consistent with regulatory requirements;

Recommends guidelines and instructions to staff concerning program and procedure modifications and implementation;

May assist in training and supervising affected employees during the implementation of new or revised programs and procedures;

Monitors the delivery and analyzes program services, making recommendations for improvements as necessary;

Assists in the development and monitoring of contracts for services;

Analyzes submissions of contract agencies and approves payment of the same;

Acts as liaison between DCMH staff, service vendors or contract agencies to assure that services are provided in accordance with contract provision or purchase agreements;

Assists contract and state facilities in obtaining technical assistance from DCMH offices needed for planning and operations, including expertise in program planning, data, administration and fiscal management;

May supervise centralized financial activities related to the purchase of and payment for services;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Conducts problem solving reviews and investigates complaints in an assigned program area;

Writes reports and plans as required;

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 required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of principles and techniques used in coordinating the delivery of community mental health services; good knowledge of administrative reporting and control procedures and techniques associated with budget, personnel, purchasing and statistical requirements; good knowledge of New York State rules and regulations as they apply to community mental health programs; ability to work cooperatively with high level personnel; ability to work independently; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential tasks of the position; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; initiative; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and either (a) two years of professional or paraprofessional experience where the primary function of the position was in the delivery or provision of mental health services; or (b) two years of administrative support or staff experience, where the primary function of the position was in mental health, public health, public administration or health care administration; or (c) a satisfactory combination of training and experience as defined by the limits of (a) and (b).

SUBSTITUTIONS: A Master's Degree\* in Public Administration, Public Health, Health Care Administration, or a professional mental health discipline, may be substituted for the above experience at the rate of 30 credit hours per year for up to one year.

\*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 REQUIREMENTS: Possession of a valid license to operate a motor vehicle in the State of New York will be required at time of appointment and maintain same while in the title.