

## HEALTH CARE ADMINISTRATOR (MENTAL HEALTH SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision of the Deputy Commissioner, an incumbent administers and coordinates all activities and services related to a large clinical service delivery program in the Department of Community Mental Health. An incumbent is administratively responsible for activities and services related to treatment of patients in an assigned clinical service delivery program. The incumbent must be knowledgeable in all clinical aspects of service delivery including program planning, various models of treatment, direct supervision, inter-agency work and family/community outreach. Knowledge of entitlements and treatment support service programs for patients, such as Social Services, in-patient referrals, state and not-for-profit agencies, health and developmental disability services, is crucial. The incumbent provides administrative supervision to a multi-disciplinary treatment team including psychiatrists, professional social workers, psychologists and counselors. The incumbent is also responsible for program budgets, staffing patterns, productivity, revenue maximization, and development of program goals and objectives. The position is characterized by extensive contact with voluntary agencies, the public, as well as with state licensing agencies. Extensive management supervision is exercised over clinic directors and administrators. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Directs the operation of mental health service delivery in assigned settings and operational areas;

Directs the planning, organization and coordination of programmatic and administrative service delivery in a major area of mental health services;

Monitors and implements control procedures over staffing, revenues, productivity, and expenditures to ensure compliance with departmental objectives;

Participates in the preparation of all required New York State licensing applications, reports and special committee reviews for designated mental health services;

Provides technical assistance to staff regarding changes in NYS regulations, DSS and other entitlement and support programs and Medicaid managed care requirements;

Coordinates programs and resources, identifying and responding to changing service needs of patients and their families, gaps in available community services and arranging special functions and events;

Meets clinic directors and administrators to review charts for clinical and regulatory appropriateness and attends Utilization Review and Quality Assurance Meetings;

Establishes and maintains contact with necessary state and federal agencies to ensure compliance by assigned clinics and programs with regulatory standards and requirements;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Addresses community groups regarding mental health issues and available services as they relate to patients and families, program models, community based services, and programs;

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of administration, particularly in the delivery of mental health services, programs, facilities and cooperative treatment programs; good knowledge of administrative reporting and control procedures and techniques associated with budget, personnel, purchasing and statistical reporting; good knowledge of the New York State laws and regulations applicable to the delivery of services in mental health treatment programs; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, e-mail and database software; ability to work cooperatively with professional and non-professional personnel; ability to delegate responsibility effectively; initiative and creativity in recommending policy review or revision and developing procedural changes to improve and economize program services; treatment centers; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Master's Degree\* in a clinical mental health discipline and six years experience in the delivery of human services, including three years as a clinic, program or agency administrator over a staff of social workers, psychologists, nurses and/or other human service staff responsible for providing services to mentally ill clients.

SPECIAL REQUIREMENT: Possession of a current New York State certification in the applicant's professional discipline.

\*SPECIAL NOTE: Education beyond the secondary 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.