

**POSITION DESCRIPTION****SENIOR DIRECTOR, CENTER FOR EMERGENCY SERVICES AND SHORT TERM STABILIZATION**

Leadership Team

Region Ten Community Services Board

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CLASSIFICATION TITLE: Senior Director, Center for Emergency Services and Short Term Stabilization

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA exempt position where the incumbent is responsible for the supervision of all staff in the Center for Emergency Services and Short Term Stabilization. The incumbent will serve as the Senior Director for all programs and services operated in this division under Region Ten. The incumbent will be the primary resource for planning, development, implementation and evaluation of all aspects of this Center. He/she will direct the overall management and operations of the Center's program and will oversee Emergency Services, Wellness Recovery, The Women's Center, and Mohr Center.

The incumbent reports to the Region Ten Executive Director and duties require participation in formulating and carrying out policies, objectives and programs. He/she receives direction only from the Executive Director and is expected to set the standard of what services are developed, delivered, and managed. He/she will perform in accordance with professional ethics, Federal, State, and local licensing and other requirements and within established Region Ten policies. A performance review will be conducted by the Executive Director annually.

The HIPPA access level for this position is Level One.

The essential functions of this job are starred below (\*) under "Major duties."

MAJOR DUTIES:

1. \*Oversees and provides overall direction to the work of Emergency Services, Wellness Recovery, The Women's Center, and Mohr Center.
2. \*Directly supervises the Director of Emergency Services, Director of Wellness Recovery, Director of The Women's Center, and the Director of Mohr Center.
3. \*Identifies client needs in the areas of Emergency Services, Wellness Recovery, The Women's Center, and Mohr Center.
4. \*Establishes and articulates a clear vision of service quality and type, for the Center and for individual teams.
5. \*Provides clarification and guidance in implementing agency, team and individual client service goals.
6. \*Establishes staffing patterns and staff resources appropriate for meeting client service needs within each program/team.
7. \*Recruits, hires, trains and schedules staff within the Center.
8. \*Develops teams to be functional thriving and achieving and accountable units.
9. \*Remains current on all external standards, licensing requirements and Medicaid regulations.
10. \*Develops and executes Center budget. Revises, monitors and controls costs.
11. \*Contributes to overall leadership of Region Ten.
12. \*Maintains correspondence, reads and writes policies, official documents, reports and other general record keeping tasks.
13. \*Meets with supervisor, receives supervision, reports on developments, coordinates and prioritizes activities, receives policy guidance/sanction.
14. \*Develops and directs organizational structures within and between teams, contractual agencies and other community resources to facilitate accomplishing the agency's and team's services, long and short term goals/objectives, and complying with relevant state and federal standards.
15. \*Serves on Leadership Team and contributes to overall leadership of Region Ten.
16. \*Represents Center at all scheduled Region Ten Board Meetings and submits all designated reports.
17. \*Interacts with agencies, Region Ten Board, state officials, clients and public as an official representative of Region Ten.
18. Create powerpoints, reports, drafts and public speaking presentations as needed.
19. Represents the agency in local and state committees, as assigned.
20. Leads or executes other duties as assigned.

QUALIFICATIONS:

To ensure the safe and efficient operation of the program, a valid Virginia Driver's License plus an acceptable driving record as issued by the Department of Motor Vehicles are required. For business use of a personal car, a certificate of valid personal automobile insurance must be provided. The incumbent in this position must be able to clearly demonstrate experienced in program operations and supervision of staff. automobile insurance must be provided. The incumbent must be a LCSW or a LPC with 5 years of increasingly responsible experience working in the fields of emergency services, substance abuse, and crisis stabilization fields. Incumbent must demonstrate a successful, progressive management and personnel supervision history to support a senior level manager position. The incumbent must possess the following knowledge, skills, and abilities:

**SENIOR DIRECTOR, CENTER FOR EMERGENCY SERVICES AND SHORT TERM STABILIZATION**  
**Leadership Team – Region Ten Community Services Board**  
**Page 2**

Knowledge of: characteristics and needs of a wide range of disabilities, and counseling techniques and service models of severely and multiply impaired persons; principles, theory, and techniques of therapy, human development, psychopathology, mental health, substance use, and developmental disabilities; management/administration of mental health and substance use disorder delivery systems, management/administration of emergency and crisis stabilization services; program planning and evaluation; fiscal management (budgeting, resource allocation and monitoring, grant writing), documentation of clinical work, training and staff development, principles and practices of staff recruitment, hiring, training, supervising and evaluating; principles and practice of management strategies, change management, crisis management; facilitation and conflict resolution strategies; policy formulation and implementation, clinical and administrative supervision, federal/state/local laws and regulations regarding emergency/crisis/substance use/mental health services, Medicaid services for emergency/crisis/substance use/mental health services.

Skills in: rapidly assessing emergency situations, conducting program needs assessments, developing program goals and objectives, preparing and monitoring budgets, doing simply accounting, delivering effective emergency/crisis/mental health/substance use services, developing, implementing, and evaluating programs; developing consensus; providing leadership; coordinating and collaborating with diverse groups; providing clinical and administrative supervision; creating a vision(s), clarifying values and expectations; developing teams and individuals - empowering and coaching; developing plans to move from present positions toward visions and designing and carrying out effective implementation; communicating with individuals, groups and public speaking; organizing groups/meetings as effective vehicles for generating ideas, solving problems; managing teams through "change"; client and services needs assessment, service planning, implementation and evaluation; counseling, rehabilitation techniques; written, oral, and communication skills; manager level of computer skills.

Abilities to: demonstrate leadership; work effectively toward achieving the agency's mission; interpret and administer agency policies accurately and fairly; maintain staff morale; set policy/priorities in a clear manner; enlist cooperation in agencies with diverse agendas; provide leadership and motivation; exercise sound judgment; create an effective organizational culture to motivate and sustain staff in meeting high performance standards; design, develop, manage, coordinate and evaluate a wide array of service delivery resources to meet changing needs; anticipate and plan for future service needs; quickly assess and respond to client and program emergencies; work under minimal supervision; maintain confidentiality; work as a member of Region Ten to level leadership team.

**MANAGER PERFORMANCE EVALUATION STANDARDS:**

This position is evaluated according to the Manager Performance Evaluation Standards.

POSITION LOCATION:    Region Ten Community Services Board  
                                     500 Old Lynchburg Road  
                                     Charlottesville, Virginia 22903-4420

**POSITION ORGANIZATION CHART**

Executive Director  
|  
Senior Director

GRADE:    17

SCHEDULE: 40 hours per week.

Position Description Updated: May 11, 2018

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

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Signature

\_\_\_\_\_  
Name Printed

\_\_\_\_\_  
Date