

## JOB DESCRIPTION

### PROGRAM Director II

Adult Outpatient and MH Case Management Services  
Center for Access and Adult Clinical Services  
Region Ten Community Services Board

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CLASSIFICATION TITLE: Program Director II

#### GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA exempt position. The incumbent serves as the Director II of Adult Outpatient Services and Mental Health Case Management for Charlottesville and the County of Albemarle. The incumbent will supervise professionally licensed or credentialed staff providing both clinical and administrative supervision. Utilizing a team approach, the supervisor will develop work schedules, plan programming and services, coordinate service delivery and collaborate with agency and community partners. The incumbent will development and monitoring of program budes. The incumbent will be responsible for the development and implementation of programming that is evidenced based and to stay abreast of current best and evidence-based practices in the field.

The incumbent is expected to function with initiative as well as utilize independent judgment. The incumbent reports to the Senior Director, Center for Access and Adult Clinical Services and will receive regular supervision and will seek consultation from supervisor and/or other agency specialists about situations that are out of the ordinary. The incumbent exercises sound judgment, is cooperative, is able to work well with and inspire others, and demonstrates leadership.

In carrying out position duties, he/she performs in accordance with applicable professional ethics and established Region Ten policies.

The HIPPA access level for this position is Level Two.

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

#### MAJOR DUTIES:

1. \*Supervises Program Manager for Adult Outpatient Services, Adult MH Case Management as well as AACS Support Staff positions.
2. \*Manages overall program, including program budget, Policy and Procedure manuals, payroll documentation, employee performance reviews, recruiting staff, managing interpersonal staff conflicts; arranging in-service training schedule; managing client admissions and discharges.
3. \*Responsible for ensuring staffing patterns are adequate to include recruitment and retention strategies.
4. Provides clinical and administrative supervision to assigned staff and licensure supervision as assigned
5. \*Plans and manages the provision of assessment, counseling, and follow-up services for adults with co-occurring, mental illness of substance use disorder diagnoses.
6. \*Provides programmatic leadership to staff in the AACS Center.
7. \*Remain up to date on overall initiatives and changes as it relates to the State behavioral health systems through DBHDS, DMAS and the VACSB systems, in order to incorporate changes into local practice as required.
8. \*Become proficient in the evidenced based models of service delivery and assist staff with becoming proficient.
9. \*Assist the Senior Director in developing program services that ensure only evidence-based programs are provided within the center.
10. \*Utilizing a data focused approach to the preparation of reports as required and keep the Sr. Director apprised of concerns or opportunities that arise within Adult Clinical Services.
11. \*Routinely monitoring data as it relates to AACS with regards to consumer services, budgeting and state reporting needs and requirements and alerting the Sr. Director of any concerns or items needing attention.
12. \*Assure that clinical staff meets the performance and quality standards established by the agency.
13. \*Establish and maintain collegial relationships within Region Ten and with partner agencies.
14. \*Provides back-up services as needed within the OP and CM Team.
15. \*Provides coverage for Intake assessments as needed to meet program and consumer needs.
16. Participate with other leadership within the AACS center and throughout the agency to assure quality service throughout the continuum of care.
17. Participate on committees or Boards as assigned.
18. \*Promotes the agency's mission, values, and strategic plan, and motivates staff toward positive participation in agency endeavors.

19. Promotes the overall culture of service efficiency, effectiveness, and accessibility, while prioritizing consumer participation and satisfaction, including attempting to address any barriers to treatment as appropriate.
20. Performs other duties as assigned in keeping with general description of this position.

**QUALIFICATIONS:**

Master's degree in a related field is required. Licensure as a LCSW or LPC is required. 3-5 Years Supervisory Experience preferred, both clinical and administrative supervision.

**Experience:** A minimum of 2 years of experience in the provision of services to adults with co-occurring, mental illness and substance use disorders is required. At least three year of experience in supervision of professional staff is required along with at least 2 years administrative program supervision experience to include budgeting and program development required.

**Knowledge of:** supervision and management strategies, treatment modalities for co-occurring, substance use disorders and mental illnesses, DSM 5, case management strategies, the local criminal justice system,, evidence-based practices, IDDT, stages of change, motivational interviewing, and electronic record-keeping.

**Skills in:** supervision and team management; planning and developing new services; matching consumer stage of change with appropriate treatment, serving hard to engage consumers, working collaborative with other professionals, and assessing and referring consumers appropriately. Candidates must be computer literate and skilled in oral and written communication.

**Abilities to** establish rapport with consumers and their families; work in collaboration with other agencies and professionals, work independently and responsibility, and create and implement new programming. Must be able to understand new material quickly and teach others, particularly in the newly evolving IDDT model. Must be proficient with computers and commonly used software. Ability to inspire staff to achieve their best.

**MANAGER PERFORMANCE EVALUATION STANDARDS:**

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

**POSITION LOCATION:** Region Ten Community Services Board  
800 Preston Avenue  
Charlottesville, Virginia 22903

**POSITION ORGANIZATION CHART:**

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    A[Senior Director, Center for Access and Adult Clinical Services] --> B[Program Director II]
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**GRADE:** 14

**SCHEDULE:** Monday – Friday 8:30am to 5:00pm

Position Description Update: April 8, 2019