

POSITION TITLE: DIRECTOR III

CENTER:	Emergency and Short-term Stabilization	DEPARTMENT:	Emergency Services		
LOCATION:	500 Old Lynchburg Road				
FSLA STATUS:	Exempt		INCLEMENT STATUS:	Essential	
GRADE:	15	SCHEDULE:	FT	GROUP:	10

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA exempt position in which the incumbent; administers and supervises the Emergency Services Team who provides Emergency Services in the Region Ten catchment area. He/she is responsible for compliance with all applicable standards, interagency and intra-agency relations for emergency services, planning and development for emergency services and staff and program compliance with policy and procedures.

The incumbent reports to the Senior Director for Region Ten's Center for Emergency and Short term Stabilization. In carrying out position duties, he/she performs in accordance with applicable professional ethics and established Region Ten policies. The incumbent is expected to function with initiative as well as utilize independent judgment consistent with the expectations of the agency, its mission, and direction.

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

MAJOR DUTIES:

1. *Directs and oversees 24-hour Emergency Services, ensuring appropriate staffing, coverage, response times, clinical quality, documentation, and continuity of care.
2. *Ensures compliance with DBHDS guidelines, Virginia statutes and regulations, licensure standards, and Region Ten policies and procedures.
3. *Provides clinical and administrative leadership for Emergency Services and Crisis Services
4. *Provides consultation and oversight regarding ECOs, TDOs, involuntary treatment processes, and other applicable Virginia behavioral-health laws and regulations.
5. *Supervises and evaluates staff, including program managers, clinicians, case coordinators, license-eligible clinicians, interns, and other assigned personnel.
6. *Leads recruitment, hiring, scheduling, training, professional development, and performance management for Emergency Services staff.
7. *Establishes and maintains collaborative relationships with UVA, courts and magistrates, Charlottesville/Albemarle Regional Jail, Western State Hospital, hospitals, law enforcement, EMS, and other community partners.
8. *Coordinates with community providers and systems of care to facilitate appropriate crisis response, disposition, referral, and continuity of services.
9. *Monitors program performance and quality, including utilization, response times, outcomes, consumer satisfaction, critical incidents, and other performance measures.
10. *Identifies service gaps and implements quality-improvement and corrective-action strategies based on program data, trends, and identified needs.
11. *Develops and implements program policies, procedures, and protocols consistent with regulatory requirements and best practices.
12. *Ensures accurate, timely, and complete EHR documentation and data, including compliance with Region Ten, DBHDS, licensing, and billing requirements.
13. Provides and facilitates required staff training and ensures staff remain current on clinical, regulatory, EHR, and operational requirements.
14. Ensures effective communication between agency leadership and Emergency Services staff regarding policies, procedures, initiatives, and operational changes.
15. Promotes Region Ten's mission, values, and strategic plan and provides leadership in agency planning, development, and implementation of organizational goals.
16. Participates in regional and statewide crisis-system planning and initiatives.

17. Performs other duties as assigned in support of Region Ten's Emergency Services and Short-term Stabilization center.
18. Leads collaboratively with the other leaders in the ESSTS center and the agency as a whole.
19. Communicates in a timely manner with Region Ten leadership as situations require.

QUALIFICATIONS:

EDUCATION:

- Master's degree in human services field

EXPERIENCE:

- Five years of emergency/crisis services or equivalent experience
- Demonstrated supervisory and management experience

CERTIFICATION/LICENSE:

- Licensed as an LCSW or an LPC preferred; license-eligible required
- Certification as a prescriber required within the probationary period of employment
- 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.

KSAS

Knowledge of:

Behavioral health crisis assessment, intervention, stabilization, and disposition practices; Virginia behavioral-health laws and regulations, including ECO and TDO processes; DBHDS guidelines, licensing standards, and Region Ten policies and procedures; mental health, substance use, co-occurring disorders, and crisis service systems; risk assessment, safety planning, suicide prevention, and management of high-risk situations; community behavioral-health resources and interagency systems; clinical supervision, staff development, and multidisciplinary team leadership; quality assurance, performance improvement, utilization management, and clinical documentation standards; electronic health records, data integrity, and reporting requirements; trauma-informed, recovery-oriented, person-centered, and culturally responsive practices; program planning, policy development, budgeting, and resource management; emergency preparedness, crisis response, and continuity of care.

Skills in:

Clinical assessment and crisis intervention; leadership and supervision; staff development and performance management; risk assessment and crisis decision-making; conflict resolution and problem-solving; interagency collaboration and relationship building; communication and consultation; program planning and implementation; quality improvement and performance monitoring; regulatory compliance; data analysis and documentation; training and presentation; time management and organization; emergency response and decision-making under pressure.

Abilities to:

Make sound clinical and administrative decisions in high-risk situations; supervise, motivate, and develop staff; manage competing priorities in a fast-paced environment; build and maintain effective community partnerships; interpret and apply laws, regulations, and agency policies; identify and resolve program and service-delivery issues; monitor performance and implement quality improvements; communicate effectively with staff, clients, families, leadership, and community partners; respond effectively to emergencies and critical incidents; promote teamwork, accountability, and professional standards; adapt to changing service needs and regulatory requirements.

POSITION ORGANIZATION CHART:

Senior Director

I

Director III



innovative services for mental health, developmental
disabilities and substance use disorders

a better life, a better community

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

Signature

Name Printed

Date

Position Description updated: 9/9/2026