

ASSISTANT DIRECTOR, BEHAVIORAL HEALTH SERVICES

DEFINITION

Under administrative direction, assists in the management of Student Health Services Centers with a focus on behavioral health. Specifically, assists with planning, organizing, scheduling, coordinating, and providing administrative direction and oversight of major functions and activities of the Student Health Services Department. Acts as liaison to facilitate the relationship of patients with resources of the College and community agencies. Takes the lead in administering, developing, coordinating, and evaluating behavioral health services offered to students; developing educational and outreach activities in the prevention, recognizing, and treating psychological and behavioral problems; oversees behavioral health care management.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the assigned managerial personnel. Exercises direct and general supervision over assigned staff.

CLASS CHARACTERISTICS

This is an Assistant Department Director classification in the Student Health Services Department. The incumbent is responsible for assisting in the oversight and direction of the Student Health Center. Assists in planning, development, and administration of departmental policies, procedures, and services. Responsibilities include performing and directing many of the department's day-to-day administrative functions, coordinating departmental work with other College departments and divisions, and experience working with behavioral health management services. Incumbent performs the full range of duties assigned, working independently, and exercising judgment and initiative. This class is distinguished from the Director, Student Health Services in that the latter has overall responsibility for all health services for students, functions, and activities of the clinics and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, coordinates, implements, and evaluates student behavioral health services, policies, and programs for the College; develops, recommends, and administers policies and procedures and ensures quality control of programs and services; ensures compliance with federal and state regulations and mandated reporting requirements.
2. Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned functions and programs; recommends, within departmental policy, appropriate service and staffing levels.
3. Assists in managing and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, material, and supplies; monitors and approves expenditures; directs and implements adjustments as necessary.
4. Performs full supervisory activities, subject to management concurrence and in

accordance of application of College policies, which include: selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; preparing and signing employee evaluations; responds to grievances taking appropriate disciplinary action and performing related supervisory activities.

5. Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting.
6. Maintains and directs the maintenance of all medical and mental health records and official department files.
7. Provides and coordinates behavioral health crisis intervention, including threat assessment, and serves as lead behavioral health professional for the Behavior & Wellness Team; collaborates with staff in the development, implementation, and evaluation of the College, Behavior & Wellness Team, and threat assessment protocols and procedures, and prevention activities; consults with administration, faculty, and staff regarding behavioral health issues of students.
8. Evaluates, treats, and manages acute and serious psychological disorders; maintains confidential records of behavioral health therapy sessions and treatments, including records provided by department staff.
9. In conjunction with the Director, develops and utilizes quality improvement and program outcome measures, including, but not limited to student learning outcomes, student health needs assessments, and utilization statistics; participates in the program review and planning process for Student Health Services; prepares a variety of narrative and statistical reports relevant to behavioral health services.
10. Communicates with faculty, staff, students, and external organizations to coordinate activities and programs, resolve issues and exchange information; collaborates with community behavioral health agencies.
11. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
12. Oversees, leads, and provides high level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
13. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
14. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
15. Participates on and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
16. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
17. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.

2. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
3. Organizational and management practices as applied to the analysis and evaluation of project, programs, policies, procedures, and operational needs.
4. Principles, terminology, practices, procedures, and techniques related to behavioral health, crisis management, consultation, screening, assessment, and treatment functions.
5. Federal, state, and College standards and requirements governing clinical supervisors and trainees in behavioral health services.
6. Principles, practices, theories, and methods of planning, organizing, and directing College health services, operations, and activities, including physical and behavioral health, health education, and outreach functions.
7. Current healthcare theories, principles, and methods, issues, and trends.
8. Public health agencies and local health care resources.
9. Principles and practices of administration, record keeping, supervision, and training.
10. Interpersonal skills using tact, patience, and courtesy.
11. Modern office practices, methods, and computer equipment and applications related to the work.
12. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Assist in the developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for Student Health Services.
5. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, mandating reporting and regulations including, application of legal and ethical standards of licensed behavioral health professionals.
6. Provide a broad range of behavioral health counseling services, including assessment, treatment, and management of psychological conditions relevant to a higher education setting.
7. Direct the daily operations of behavioral health services, developing, and planning the implementation of goals, objectives, practices, and procedures.
8. Responds to difficult and sensitive public inquiries and complaints; assists with resolutions and alternative recommendations; mediate difficult and/or hostile situations.
9. Providing emergency and crisis care intervention, including behavioral and/or behavioral health referrals, to individuals.

10. Administering appropriate health care treatment and referrals, including behavioral health; effectively responding to all situations/incidents using sound judgment and decision-making skills.
11. Assist in developing, supervising, and evaluating the activities and services offered in the Student Health Services department.
12. Communicate effectively, both orally and in writing.
13. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
14. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
15. Monitors changes in laws, regulations, and technology that may affect the College or departmental operations; implements policy and procedural changes as required.

Education and Experience:

1. a. A Master's degree from an accredited college or university in marriage, family, and child counseling, marriage and family therapy, couple and family therapy, psychology, clinical psychology, counseling psychology, or counseling with an emphasis in either marriage, family, and child counseling or marriage and family therapy **AND** valid, current licensure in the state of California as a Licensed Marriage and Family Therapist (LMFT); **OR**
 - b. A Master's degree from an accredited college or university in social work **AND** valid, current licensure in the state of California as a Licensed Clinical Social Worker (LCSW); **OR**
 - c. A Doctoral degree from an accredited college or university in psychology, educational psychology, education with a field of specialization in counseling psychology, or education with a field of specialization in educational psychology **AND** valid, current licensure in the state of California as a Psychologist.
2. **AND** Three (3) full time equivalent years of relevant leadership experience in health care and behavioral health and wellness.

Licenses and Certifications:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various College and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open

and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures. The work will involve contact with upset, frustrated, hostile, or abusive individuals.

Amended: 08/2023