

## **DIRECTOR, BEHAVIORAL HEALTH SERVICES**

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all behavioral health functions in the management of Student Health Services Centers. Specifically, plans, organizes, schedules, coordinates, and providing administrative direction and oversight of behavioral health 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 a management classification that oversees, directs, and participates in all behavioral health activities of the Student Health Services Department, including planning and development and administration of departmental policies, procedures, and services for behavioral health. The incumbent provides assistance in a variety of administrative, coordinative, analytical, and liaison capacities and serves as a technical expert to the College related to behavioral health policies. Successful performance of the work requires knowledge of behavioral health and education policy and College functions and activities and the ability to develop, oversee, and implement projects and programs in a variety of areas. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering College goals and objectives within general policy guidelines.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Manages and oversees Student Health Services Department behavioral health programs, services, and activities.
2. 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.
3. 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.
4. Manages and participates in the development and administration of the department's annual behavioral health budgets and related grants; directs the forecast of additional

- funds needed for staffing, material, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
5. Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
  6. Contributes to the overall quality of the department's behavioral health service by developing, reviewing, and implementing behavioral health services, systems, standards, programs, policies, and procedures to meet legal requirements and College needs; continuously monitors and evaluates the efficiency and effectiveness of behavioral health service delivery methods and procedures; assesses and monitors the distribution of work support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
  7. Maintains and directs the maintenance of all medical and mental health records and official department files.
  8. Initiates and participates in the development of bid specifications and requests for proposals and the selection of and contract negotiation with outside vendors.
  9. Participates in campus-wide behavioral health and safety efforts, including crisis intervention, directs activities and personnel to ensure appropriate community resources and referrals for needed behavioral health services.
  10. Plans, organizes, promotes, and directs behavioral health education functions and activities to enhance behavioral health awareness; develops, implements, and conducts special events concerning behavioral health conditions; prepares and delivers oral presentations according to discipline and designates others outside of discipline; directs the preparation and distribution of related informational materials.
  11. 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.
  12. 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.
  13. 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.
  14. Coordinates behavioral health services and related communications and information between College personnel, administrators, students, hospitals, physicians, paramedics, public health agencies, law enforcement organizations, and others; ensures proper and timely resolution of behavioral health services issues and conflicts.
  15. Directs and participates in the preparation and maintenance of a variety of narrative and statistical reports, records, and files related to behavioral health services, patients,

projects, programs, personnel, financial activities, and assigned duties; ensures mandated reports are submitted to appropriate governmental agencies according to established timelines.

16. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
17. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
18. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
19. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
20. Participates in 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.
21. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
22. Performs other related duties as assigned consistent with the scope of the position.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Budget development, administrative principles and practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, procedures, and operational needs.
3. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
4. 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.
5. Federal, state, and College standards and requirements governing clinical supervisors and trainees in behavioral health services.
6. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
7. 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.
8. Current healthcare theories, principles, practices, regulations, and methods, issues, and trends.
9. Public health agencies and local health care resources.
10. Principles and practices of technical report writing, and preparation of correspondence and presentations.
11. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
12. Techniques for effectively representing the College in contacts with governmental

agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

13. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic, and ethnic groups.

### **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. Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
5. Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
6. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
7. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, mandating reporting and regulations.
8. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical reports, correspondence, policies, procedures, and other written materials.
9. Establish and maintain a variety of filing, record-keeping, and tracking systems.
10. Provide a broad range of behavioral health counseling services, including assessment, treatment, and management of psychological conditions relevant to a higher education setting.
11. Direct the daily operations of behavioral health services, developing, and planning the implementation of goals, objectives, practices, and procedures.
12. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
13. Review situations accurately and determine appropriate course of action using established policies and procedures; understand scope of authority in making independent decisions.
14. Communicate effectively through various modalities.
15. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
16. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.

### **Education and Experience:**

1. Valid, current licensure in the state of California as a Licensed Marriage and Family Therapist (LMFT); **OR**

2. Valid, current licensure in the state of California as a Social Worker (LCSW); **OR**
3. Valid, current licensure in the state of California as a Psychologist. **AND**
4. Three (3) full-time equivalent years of relevant leadership experience in health care and behavioral health and wellness.

**Desirable Qualifications:**

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); **OR**
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

**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: 5/2023; 8/2023