



DISABILITY
COMMUNITY
RESOURCE
CENTER

JOB DESCRIPTION

POSITION TITLE: Mental Health Program Manager
CLASSIFICATION: Exempt
REPORTS TO: Executive Director

SUMMARY:

Reporting to the Executive Director, the Mental Health Program Manager shall oversee all daily operations of all DMH Mental Health Services at DCRC, including supervision of clinical staff, peer service staff and clinical interns, and establish goals for the Mental Health Program, monitoring performance outcomes according to DMH contract requirements and provide oversight in the delivery of all clinical services throughout the DCRC, including outpatient, peer-based, and intensive services. The Mental Health Program Manager will collaborate closely with the Deputy Director and all members of the Management Team in an effort to achieve the overall strategic plan goals of the DCRC with respect to mental health services. The Mental Health Program Manager will engage in multiple and various tasks encompassing the core areas of management/leadership, program development, contracts administration, and direct service.

ESSENTIAL FUNCTIONS:

Management/Leadership

- Oversee all daily operations of clinical and peer services within DCRC Mental Health Program.
- Interface with all Program Managers and direct service staff regarding issues pertaining to clinical and peer mental health services and the effective delivery of those services.
- Function as primary liaison with consultant(s) Psychiatrist, providing feedback and recommendations as needed.

Disability Community Resource Center - www.dcrc.co

12901 Venice Boulevard, Los Angeles, California 90066

(310) 390-3611 **Voice** 📞 (310) 398-9204 **TTY** 📞 (888) 851-9245 **Toll-Free**

- Provide ongoing needs assessment for medication support services and implement new systems accordingly.
- Oversee all daily operations of the DMH contract, including delivery of services, billing systems, tracking and monitoring of revenue reports, tracking and monitoring of productivity reports, tracking/monitoring of client eligibility, tracking and monitoring of outcomes, etc. to ensure the goals of the Mental Health Program are achieved.
- Work closely with Senior Accounting Manager to ensure fiscal compliance of the DMH contract.
- Directly supervise clinical staff, peer service staff and clinical interns.
- Directly supervise line staff, including peer service staff, LMFT, LCSW, Registered Interns, QI Monitor and support staff as program grows.
- Complete Annual Performance Evaluations on respective staff. (This includes the narrative and objective portions of the evaluation. Recommendations for salary increases need final approval by the Executive Director).
- Engage in recruitment and retention strategies for Mental Health Program staff.
- Engage in consistent coaching sessions with respective staff.
- Assess the need for and implement disciplinary actions when appropriate with respective staff.
- Participate in direct decision-making responsibilities as needed regarding policies and procedures for the Mental Health Program, in collaboration with Management and Executive Director.
- Authorize time sheets, schedule changes, vacation requests, mileage reimbursement, professional memberships, and educational trainings for respective staff.
- Maintain tracking logs for respective staff for all of the above.
- Oversee site assignments and schedules for clinical staff, peer service staff and clinical interns.
- Attend training seminars to facilitate professional development in self and respective staff.
- Provide training/education to all DCRC Staff on mental health topic areas of interest and expertise.
- Facilitate monthly Program team meetings to ensure contract compliance, achievement of program goals, facilitate team building and maintain open communication within the Mental Health Program Team.
- Train and mentor Mental Health Program staff.
- Serve as primary communication link between DCRC Mental Health Program, Deputy Director for QI/QA, and Clinical and Peer Staff (re: documentation standards, contract guidelines, QI Updates, etc.)

Disability Community Resource Center - www.dcrc.co

12901 Venice Boulevard, Los Angeles, California 90066

(310) 390-3611 Voice ☎ (310) 398-9204 TTY ☎ (888) 851-9245 Toll-Free

- Oversee all inter-agency coordination for mental health services.
- Oversee all staff training on DMH documentation guidelines and service delivery expectations.
- Provides leadership to program staff ensuring that the clinical and peer services meet or exceed contractual performance goals; ensures delivery of services in accordance with contracted guidelines and DCRC's Independent Living philosophy.

Program Development

- Provide ongoing assessment of the clinical services component of service delivery under the various program models and funding streams, and initiate changes/implement new strategies and/or services as appropriate. This includes all outpatient, peer-based, FSP, crisis intervention, 24/7 on-call services (as needed).
- Network and establish long-term relationships with other DMH mental health providers in the community, for the purpose of facilitating optimal mental health service provision for DCRC clients.
- Assist Deputy Director in ongoing community needs assessment, program development and implementation of mental health services for people with disabilities and seniors consistent with Strategic Plan.

Contracts Administration

- Understand the requirements of each specific contract (DMH, CGF, COS, FSP), the role of clinical and peer services within those guidelines, and demonstrate the ability to articulate it to and train staff.
- Oversee Quality Improvement functions for DMH contract, including chart reviews, documentation training, tracking/monitoring of contract performance, and provide formal trainings to DMH staff.
- Assist in the oversight of DMH contract requirements, including service implementation, QI, staffing/scheduling, and program development.
- Participate on task forces/subcommittees with other mental health providers on behalf of the DCRC.
- Complete written and verbal correspondence to DMH contract liaison re: compliance, program development, etc., as needed.
- Attend DMH meetings and trainings to ensure contract compliance and achievement of contract goals.
- Function as primary liaison with all auditors (Medi-Cal/DMH) specific to the DMH mental health services contract.

Disability Community Resource Center - www.dcrc.co

12901 Venice Boulevard, Los Angeles, California 90066

(310) 390-3611 Voice ☎ (310) 398-9204 TTY ☎ (888) 851-9245 Toll-Free

Direct Service

- Provide direct service to members with mental illness and/or substance use as needed, including assessments, individual, group and/or family therapy.
- Complete all necessary documentation within the contract and agency-established guidelines.
- Attend training seminars to maintain/further develop professional clinical competencies.
- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- In accordance with the organization's policies and applicable laws, directly supervises the clinical and peer direct service staff and clinical interns.

QUALIFICATION REQUIREMENTS:

The requirements listed below are representative of the knowledge, skill and/or ability desired. **Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

EDUCATION AND EXPERIENCE:

- LMFT or LCSW or MSW/MFT Intern with 5 years clinical experience.
- Demonstrated ability to work with "at-risk" populations, including people with disabilities.
- Excellent communication and negotiation skills.
- Experience working with culturally diverse populations.
- 4 years of experience working with individuals and families with a history of mental illness and/or substance use in a social service/mental health environment.
- 2 years of experience providing clinical supervision and monitoring performance.
- Current LPS certification, or the ability to obtain it within one year of hire, to perform psychiatric holds.
- Knowledgeable in Microsoft Office as well as electronic health record (EHR) system.
- Current knowledge to coordinate treatment planning and case management for assigned members.

Disability Community Resource Center - www.dcrc.co

12901 Venice Boulevard, Los Angeles, California 90066

(310) 390-3611 Voice ☎ (310) 398-9204 TTY ☎ (888) 851-9245 Toll-Free

- Working knowledge of evidence-based practices, co-occurring disorders and/or the recovery model of treatment.
- The ability to learn and apply DCRC policies and procedures, HIPAA, policies and documentation guidelines, and county, state and federal regulations relating to service programs for clients with mental illness and/or substance use.
- The ability to utilize analysis, experience, and judgment to make effective business and therapeutic decisions.
- Experience in clinics contracted with DMH is a plus.
- You must be able to successfully pass our pre-employment screening, including a background check and live scan fingerprinting.

PREFERRED EXPERIENCE:

Bilingual Spanish, American Sign Language or other Los Angeles County Threshold Language.

SKILLS & ABILITIES:

Ability to read, analyze and interpret reports and legal documents pertaining to the operation of Mental Health Program. Ability to respond to common inquiries and complaints from members and their families, staff, local or regulatory agencies as well as the general public. Ability to write and deliver speeches and prepare articles for publication. Ability to effectively present information to members and their families, staff, public groups and the Board of Directors. Ability to conduct ongoing training for DCRC staff.

STRESS LEVEL:

Moderate. This person is frequently expected to think clearly in emergencies, complete work with deadlines, deal with interpersonal conflicts, work with frequent interruptions, think conceptualize and handle stress. Evening/weekend on-call (If required by DMH contract).

OTHER SKILLS AND ABILITIES:

Ability to communicate in an effective, polite and professional manner with people with disabilities and their families, as well as having the ability to maintain good judgment, discretion, and confidentiality. Understanding the concepts of independent living. Ability to exercise initiative, ingenuity and sound judgment in administrative, technical or personnel matters.

Disability Community Resource Center - www.dcrc.co
12901 Venice Boulevard, Los Angeles, California 90066
(310) 390-3611 Voice ☎ **(310) 398-9204 TTY** ☎ **(888) 851-9245 Toll-Free**

COMPETENCIES:

Knowledge of:

- Navigating the life experience of living with a physical or mental disability in a social justice framework.
- Contract Acquisition, implementation, monitoring, data collection and reporting.
- Effective supervisory personnel management skills.
- The Independent Living philosophy.
- Data collection methodology for funders and program benchmarking.

Skilled in:

- Program management and staff development.
- Strong work ethic with excellent verbal, writing and organizational skills.
- Effective problem solver.

Ability to:

- Analyze data and produce creative solutions.
- Analyze, evaluate and understand the needs of intersectional, cross-disability individuals and reasonable accommodations.
- Travel as needed.
- Read and understand rules, policies and procedures.
- Use good judgment, discretion, and maintain confidentiality.
- Work well under pressure.

POSITION TYPE/HOURS OF WORK:

This is a full-time supervisory position that reports to the Executive Director and is a part of the management team at DCRC lead by the Deputy Director. The Mental Health Program Manager is expected to work the typical work week at DCRC – 40 hours a week with an unpaid hour reserved for lunch.

AAP/EEO STATEMENT:

The Disability Community Resource Center is an equal opportunity/affirmative action employer. People with disabilities, females, minorities and elderly persons are encouraged to apply for employment.

Disability Community Resource Center - www.dcrc.co
12901 Venice Boulevard, Los Angeles, California 90066
(310) 390-3611 Voice ☎ **(310) 398-9204 TTY** ☎ **(888) 851-9245 Toll-Free**

DISCLAIMER:

This job description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other activities, duties and/or responsibilities may change or be assigned at any time with or without notice.

HOW TO APPLY

To apply for this position, please submit a cover letter, resume, and the completed employment application forms to dcrc@dcrc.co You may also fax your application documents to 310-390-4906 or drop them off to our Mar Vista office located at 12901 Venice Blvd., Los Angeles, CA 90066.

Please note that incomplete applications will not be considered.

CONDITION OF EMPLOYMENT:

As a condition of employment, all hires will be required to comply with the Disability Community Resource Center Mandatory Vaccination Policy. All Covered Individuals under the policy must provide proof of Full Vaccination or, if applicable, submit a request for Exception (based on Medical Exemption, Disability, and/or Religious Objection) or Deferral (based on pregnancy) no later than the applicable deadline. New DCRC employees must (a) provide proof of receiving at least one dose of a COVID-19 Vaccine no later than 14 calendar days after their first date of employment and provide proof of Full Vaccination no later than eight weeks after their first date of employment; or (b) if applicable, submit a request for Exception or Deferral no later than 14 calendar days after their first date of employment. Federal, state, or local public health directives may impose additional requirements.