



Mercer County Behavioral Health Commission, Inc.

Administration/Prevention/Case Management
724-662-1550 Fax: 724-662-1557

Central Intake/Evaluation/Emergency
724-662-2230 Fax: 724-662-9292 Emergency: 724-662-2227

TO: All MCBHC Staff
FROM: *jab* Mary Ann Daniels, CEO
DATE: *for* August 10, 2023
RE: Posting for Developmental Services Manager

The Mercer County Behavioral Health Commission, Inc. is seeking interested, qualified candidates for the following position.

Developmental Services Manager

- A. Position Purpose: This position has overall responsibility for the clinical management and administrative oversight of operations and functions of the agency's Developmental programs including but not limited to Intellectual Disability Supports Coordination, Adult Autism Waiver, Early Intervention Supports Coordination and Provider Network, Child Advocacy Center, etc. Position assures that services are delivered in an effective and efficient manner as well as agency compliance with applicable service standards. Position will also participate in agency staff recruitment, hiring, staff retention, and staff development/training.
- B. Organizational Role: Position is part of BHC management and provides direct oversight of day-to-day program operations, as well as, effective supervision to various supervisory level positions within the organization. Position is responsible to the Chief Operating Officer of the agency. Position will be part of BHC leadership.
- C. Job Scope: Position will be responsible for administrative oversight to assigned staff resources and programs. As a result of this responsibility, position will assure that all related services are delivered in a manner that promotes a high standard of excellence to their quality and effectiveness. Position will also ensure that compliance with all regulatory requirements is achieved and maintained. Position will further facilitate licensing/monitoring visits. Position be also facilitate regular supervisory staff meetings, quality assurance activities, and departmental meetings as needed.

See the attached job description.

Any interested internal candidates should express their written interest to this office through their respective supervisor, no later than the close of normal business on Thursday, August 24, 2023.



MERCER COUNTY BEHAVIORAL HEALTH COMMISSION

NAME:

JOB TITLE: Developmental Services Manager

FLSA STATUS: Exempt

DEPARTMENT: Administration

EMPLOYMENT STATUS: Full-Time

HOURS OF WORK: 37.5 Hours Weekly

OVERALL OBJECTIVE OF JOB

- A. **Position Purpose:** This position has overall responsibility for the clinical management and administrative oversight of operations and functions of the agency's Developmental programs including but not limited to Intellectual Disability Supports Coordination, Adult Autism Waiver, Early Intervention Supports Coordination and Provider Network, Child Advocacy Center, etc. Position assures that services are delivered in an effective and efficient manner as well as agency compliance with applicable service standards. Position will also participate in agency staff recruitment, hiring, staff retention, and staff development/training.
- B. **Organizational Role:** Position is part of BHC management and provides direct oversight of day-to-day program operations, as well as, effective supervision to various supervisory level positions within the organization. Position is responsible to the Chief Operating Officer of the agency. Position will be part of BHC leadership.
- C. **Job Scope:** Position will be responsible for administrative oversight to assigned staff resources and programs. As a result of this responsibility, position will assure that all related services are delivered in a manner that promotes a high standard of excellence to their quality and effectiveness. Position will also ensure that compliance with all regulatory requirements is achieved and maintained. Position will further facilitate licensing/monitoring visits. Position be also facilitate regular supervisory staff meetings, quality assurance activities, and departmental meetings as needed.

ESSENTIAL FUNCTIONS OF JOB

- Position will administratively oversee and direct program operations including supervisory and staff management.
- Position will develop and implement outcome studies, in conjunction with program supervisors and other staff, across assigned programs.
- Position will prepare for and facilitate licensing, accreditation, and monitoring reviews with assigned supervisory/program staff. Position will develop and implement any needed corrective plans of action.
- Position will engage in activities that sustain, promote, develop, and grow BHC developmental programs.
- Position will be knowledgeable of ODP, AAW, and OCDEL regulations and bulletins, as well as, National Children's Alliance accreditation requirements for the CAC.

- Will provide program outcome data and study results through written reports to the COO and other key stakeholders as assigned by the CEO.
- Will coordinate completion of ongoing and regular MA self-audits with key program managers and supervisors.
- Will participate in staff recruitment including advertisement of vacant positions, coordination of internship placements and scheduling, and promoting BHC as a potential employer at local job fairs, etc.
- Will work collaboratively with program managers and supervisors to identify and track staff training needs, promote access to needed trainings, and oversee completion of mandatory trainings/clearances. Position will share identified training needs to the COO.
- Will participate collaboratively in activities to revise, develop, and implement the agency's staff evaluation and appraisal process, tools, timelines, etc.
- Will participate collaboratively with activities to develop measures to track employee job satisfaction, and to promote staff retention/tenure.
- Will participate collaboratively in the identification and development of new programs or the expansion of existing programs to promote agency growth.
- Will assist program staff and supervisors in the development of program policies and procedures, tools and plans, service descriptions, etc. to position the agency to receive additional funding and promote program success.
- Position will be responsible to assure that statistical reports are timely and accurate as assigned by the Chief Operating Officer
- Responsible for the management and oversight of all case worker quality assurance activities including consumer satisfaction, outcome studies, and peer review projects.
- Responsible for assuring clinical best practice is applied to all Developmental programs including specialized cases such as dual diagnosis.
- Responsible for assuring and where appropriate providing staff training, orientation, evaluation and workload assignment and monitoring.
- Responsible for assuring or where appropriate directly providing adequate supervision in order that objectives of the agency are achieved.
- Responsible for assessing and dissemination of information essential for the proper planning of services.
- Responsible to recommend to the Chief Operating Officer any activities which will improve quality of service for our customers.
- Responsible to facilitate or attend meetings both internal and external to assure effective and efficient clinical operations.
- Responsible to develop and maintain constructive internal and external relationships. Public speaking will be required as needed.

- Assist the Chief Operating Officer and Chief Executive Officer in assuring continued compliance and accountability are achieved to all fiscal and program aspects of the organization. In addition, provide technical assistance to the community when assigned.
- Will represent MCBHC at various regional and statewide networking meetings, committees, etc. as assigned.

OTHER DUTIES OF THE JOB

- Will encounter confidential information, is responsible for adhering to all agency confidentiality policies, and must maintain strict consumer confidentiality as defined by state and federal law.
- Attends meetings and training as required.
- Performs other job-related duties and case management and support services as required.

SUPERVISION RECEIVED

Through individual supervision by COO and by group management/supervisor meetings.

SUPERVISION GIVEN

Through individual supervision of subordinates and by group supervisory meetings as required.
(Note: organizational chart)

WORKING CONDITIONS

- Work indoors in limited workspace with adequate lighting, temperature, and ventilation.
- Works with average indoor exposure to noise, stress, and disruptions.
- Normal indoor exposure to dust/dirt.
- Works in conditions of potential outbursts or disruptive behavior of clients.
- Travels periodically to consumers or other work sites as needed.

PHYSICAL AND MENTAL CONDITIONS

- Must possess ability to record, convey and present information, explain procedures, and follow instructions.
- Must be able to sit for long periods throughout the workday, with intermittent periods of standing, walking, bending, twisting, reaching, and driving as necessary to carry out essential job duties.
- Dexterity requirements range from simple to coordinated movements of fingers/hands; feet/legs; torso as necessary to carry out duties of job.
- Must be able to lift and/or carry items such as, laptop in case, personal briefcase, work related supplies and miscellaneous objects with a maximum weight of thirty (30) pounds.

- Must apply safe lifting and carrying practices. If an item weighs more than maximum weight limit, employee must make more than one trip to carry all necessary items to their vehicle and/or to or from designated worksites.
- Occasional exerting and/or lifting of up to 50 pounds may be required for the maneuvering of equipment or supplies to and from designated worksites.
- Must be able to cope with the physical and mental stress of the position.
- Must be able to physically and mentally react quickly in the event of a disturbance or physical outbreak.
- Must be able to pay close attention to details and concentrate on work.
- Must be able to mentally react quickly to consumers' needs and/or requests as necessary as it applies to your position.

ESSENTIAL QUALIFICATIONS AND JOB COMPETENCIES

- Position must have a Bachelor's degree from an accredited university in the human service field of study.
- Master's degree is preferred.
- Position must possess 7 years of experience within human services of which at least 3 years must be in supervision or higher level.
- Position must have a valid driver's license and access to reliable transportation necessary to perform duties. Must also possess a willingness to travel as needed.
- Position must possess Act 33/34 and FBI clearances.
- Past experience in a developmental service is preferred.
- Past experience with dually diagnosed ID/MH consumers is also preferred.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Must be able to speak and understand the English language in an understandable manner in order to carry out essential job duties.
- Must possess effective communication and interpersonal skills.
- Must possess initiative and problem-solving skills.
- Must possess ability to function independently, have flexibility and the ability to work effectively with clients, co-workers, and others.
- Must possess ability to maintain confidentiality with consumer information and records.
- Must possess the technical knowledge of operating personal computers and other office equipment.

- Must possess thorough knowledge of social casework principles and methods.
 - Must possess knowledge of social, economic and health problems and resources for assisting consumers in these areas.
 - Must possess ability to plan and organize work and prepare adequate records and reports.
 - Must possess ability to understand and interpret laws and regulations in regard to developmental programs and services.
 - Must possess ability to practice organizational and stress managements skills and to practice use of good judgment in assessing needs and services of consumers.
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I have read the above position description and fully understand the requirements set forth therein. I hereby accept the position of Developmental Services Manager and agree to abide by the requirements and duties set forth. I will perform all duties and responsibilities to the best of my ability.

(Signature of Employee)

(Date)

(Signature of Supervisor)

(Date)

Affirmative Action/Equal Opportunity Employer

In compliance with the Americans with Disabilities Act, the Employer provides reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the Employer.

Revised 8/10/23