

Job Title: Director, Mental Health Services

Reports to: Chief Executive Officer

Department: Administration (ADMIN)

FLSA Classification: Exempt

EEO Category: 1.2

Pay Rate: Salaried

Org Band: Director

SEIU Eligible: No

Job Summary: The Mental Health Services Director provides leadership to ensure the delivery of excellent mental health programs in alignment with agency goals of increased access to services, a whole-person and whole-family approach, and continuous improvement. Working in partnership with other agency programs as well as external partners, the Director ensures that all mental health programs and program services covering mental health and well-being are responsive to identified community needs.

The Director has oversight of family partners and peer-based programs, including the drop-in services at the Enterprise Recovery Center and the county- embedded Peer Specialists as part of a joint agency/County of Marin Behavioral Health & Recovery Services (BHRS) mental health strategy. The Director is also the agency's leader on education and training for a strong and integrated peer workforce aligned with agency core competencies. The role closely liaises with the agency's Safety Net Services Program Director for excellent peer-led support through the CARE Mobile Homeless Outreach Teams and with the Learning & Evaluation Director for measurement and outcomes.

The Director works collaboratively across all programs to promote and increase services for people with mental illnesses and is the agency's lead in all county-facing engagements where mental health is an issue. Responsibilities include oversight of program budgets, community outreach, staffing review and management, development, and coordination of existing and new programs, strengthened relationships with county partners, growing strategic partnerships, and participation in fund development activities as required to sustain and grow programs to meet community needs. The Director serves as a member of the agency's leadership team.

Primary Responsibilities

- Establish the vision for an exemplary Mental Health program and creates a culture and initiatives that reinforce that vision.
- Ensure programmatic excellence and leads the Mental Health team as one for a strong and responsive county-wide presence, exemplifying the principles of peer-led recovery and client-centered service.
- Support and supervises managers and coordinators of the Enterprise Recovery Center, Family Partner Peer Mental Health and Peer Education teams, ensuring that employees fulfill job requirements, meet expectations toward a model set of programs, and contribute to a collaborative, effective team.
- Ensure compliance with, and implementation of all program policies and procedures through the appropriate assignment of duties to the program directors, managers, supervisory and administrative staff on the team.
- Accountable for baseline training requirements for Peer Specialists and not only sets standards for all staff to align with contract and compliance requirements but moves the team to the next level.
- Actively seek out strategic partnerships to better serve the peer and larger mental health community and advance the agency's mission.
- Responsible for the administrative functioning of the department, including the implementation of all strategic planning activities aligned with the agency-wide strategic plan.
- Ensure the program is in compliance with all applicable laws and regulations and keeps informed about changes in regulations, whether county, state, or federal.
- Make recommendations to the CEO and Executive Team about advocacy potentials around mental health issues and concerns.
- Represent the agency on various committees and groups in the peer community (e.g., CAMHPRO, CASRA) and at Behavioral Health & Recovery Services meetings.
- Establish staffing requirements for all program areas. Working with the Director of Human Resources and program managers, directs the recruitment, selection (and when necessary) progressive disciplinary action or termination of staff.
- Manage the department within allocated budgetary parameters and contracts; collaborates in the development of the fiscal budget with the Director of Finance to ensure sound fiscal practices and procedures.
- Supervise the Privacy Contact for the program, who is responsible for maintaining all required records, logs, and systems in compliance with HIPAA regulations.
- Maintain Medi-Cal recertification with Marin County Behavioral Health & Recovery Services, including, but not limited to, arranging fire clearance, site certification, and any plan of correction.
- Create and submit required annual reports for contract compliance and agency needs.
- Conduct annual performance evaluations for direct reports.
- Attend monthly agency meetings; meet with supervisors regularly to discuss changes in programs and other relevant issues as needed to ensure alignment with agency and department goals and objectives.
- Perform other related duties as assigned.

Qualifications

- Master's degree in psychology, social work, counseling, or similar field, or equivalent required.
- Current professional licensure as a Psychologist, Marriage & Family Therapist (LMFT), Clinical Social Worker (LCSW), or Professional Clinical Counselor (LPCC) preferred.
- 5+ years of experience in a community mental health agency providing direct services.
- 2+ years in a management position or demonstrated leadership role with responsibility for supervision of direct service staff, budgeting, and program planning.
- Personal mental health experience: lived experience with mental health concerns personally or through family preferred in support of peer mental health objectives and team support.
- Knowledge of mental illness, dual diagnosis, evidenced based treatment options, psychiatric rehabilitation, trauma-informed practice, the Recovery Philosophy, and homelessness.
- Knowledge of crisis intervention and ability support staff in agency protocols to ensure safety for clients and staff.
- A successful track record working with, and sensitivity to, multi-cultural populations.
- Bilingual in English and Spanish preferred.
- Ability to work under pressure, multi-task, and change priorities quickly.
- Excellent people-management and verbal and written communication skills.
- Professional computer skills - including Outlook, Excel, and Word.
- Valid California Driver's License with clean driving record and insurable by Community Action Marin's automobile insurance policy.
- Deep understanding – and ability to articulate – how structural racism creates inequities in mental health for communities of color and the role equity, inclusion, and diversity play in our work.

Physical Requirements

- Bend: flexion of the upper trunk forward while standing and knees extended, or knees flexed when sitting
- Lift: exertion of physical strength to move objects 10-25lbs from one level to another
- Carry: hold or rest weighted objects 10-25lbs directly on hands, arms, shoulders or back while moving from one location to another
- Climb: ascend/descend with gradual or continuous progress, using both hands and feet
- Push: exertion of force on or against an object (weight/size) to move it from one location to another.
- Feel: perceiving attributes of objects, such as size, shape, temperature, or texture by touching with skin