

MENTAL HEALTH PROGRAM MANAGER I

CLASS CONCEPT

This class represents the advanced, senior level of the series and has one of two major functions: team leader of a more narrowly defined program; or team member in a major area crossing the full range of disabilities served. Employees perform management roles in the development of services, program standards, program policy, etc.

As a team leader, employees will direct a program with a more narrowly defined focus, requiring more administrative, systems and management knowledge and abilities, rather than clinical knowledge and expertise. Work in this class involves planning, directing, and evaluating programmatic and related administrative functions based on assessment of administrative requirements and consideration of legislative mandates. Employees are responsible for establishing program goals and objectives, which are consistent with agency goals and policies. They represent the agency in their assigned area in developing and maintaining effective working relationships with other state agencies, service providers, stakeholder groups, legislative committees, and various advisory councils.

As a team member, employees will perform duties relative to all disabilities within a major programmatic area of the Division. Work in this class involves conducting research of existing programs within a major programmatic area of the Division. Duties also involve research of existing programs within the State system of services, as well as those existing in other states and countries, development of new initiatives, design of performance contracts for local management entities and others, implementation of programs, and review of existing programs, including making recommendations for improvements and/or modifications where deemed necessary. Employees require advanced clinical expertise in multi-diagnosis, multi-disciplinary programs, community specialty systems, and state operated systems.

RECRUITMENT STANDARDS:

Knowledge, Skills, and Abilities:

Considerable knowledge of the delivery systems and issues pertaining to individuals challenged by mental illness, developmental disabilities and substance abuse.

Considerable knowledge of clinical and non-clinical support strategies.

Considerable technical knowledge and expertise in the areas of community, specialty systems and administrative practices.

Ability to learn and/or lead in the application of multiple service systems and/or technical practice areas.

Considerable knowledge of compliance monitoring, program reviews, resource management, appeals, records and documentation.

Considerable knowledge of best practices, national trends and policy initiatives on the federal level that can impact the North Carolina service delivery system.

Considerable understanding of the policies, procedures and funding mechanisms of the state and federal programs that govern mental health, developmental disabilities and substance abuse services.

Ability to communicate effectively orally and in writing with Division staff, other state agencies, service providers, stakeholder groups, legislative committees, and various advisory councils.

Ability to analyze data, evaluate programs and develop reports.

Leadership, planning, budgeting, management and organizational skills.

Ability to work independently, in small groups, and as a part of large ad hoc "cross-agency" teams.

**NC 04167
30002022
OSP Rev. 06/12**

Minimum Training and Experience Requirements

Master's degree in a human services field from an appropriately accredited institution and three years of experience in programmatic operations in mental health, developmental disabilities, and/or substance abuse services; or bachelor's degree from an appropriately accredited institution in a human services field and five years of experience as stated above; or an equivalent combination of education and experience.

Special Note

This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions, but may not be applicable to all positions.