



PROGRAM SUPERVISOR I and II

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

FLSA STATUS: Exempt

DEFINITION:

Under administrative and clinical supervision, to supervise, coordinate, and provide mental health services to individuals and families; to plan, organize, and direct the activities of one or more functional units within the Tri-City Mental Health Services; and enforce policies and procedures. Perform other duties as required.

DISTINGUISHING CHARACTERISTICS:

The Program Supervisor is multiple-position class. Incumbents receive administrative and clinical supervision from a program manager or a high-level supervisory staff member and have full supervisory responsibility over assigned clinical, professional, technical, and clerical personnel.

Program Supervisor I: A staff member assigned to this level is a fully functioning clinical supervisor with responsibility for one or more work units.

Based on assigned duties, organizational structure, and budgetary constraints, a position may remain at this level indefinitely. Advancement from Program Supervisor I to Program Supervisor II is not automatic.

Program Supervisor II: Incumbents at this level generally have been assigned a greater scope of responsibility and authority for multiple work units or contracts and/or greater program development; and may require increased availability after-hours and/or extended hours of responsibility to include contract specific responsibilities. A Program Supervisor II generally functions as acting site manager in the absence of a Program Manager. Depending on the demands of the position, a Program Supervisor II is generally fully licensed in their respective field.

EXAMPLES OF ESSENTIAL DUTIES: Essential duties include, but are not limited to, the following:

- Coordinate, supervise, and direct the clinical, operational and program activities, inclusive of unit personnel, on a day-to-day basis to meet unit objectives.
- Provide guidance to subordinates on Agency philosophy, goals, objectives, policies, and procedures through casework conferences, staff meetings, and work review; assist and participate in the development and coordination of in-service training and staff development programs.



- Prepare and submit budget requests for the unit; estimate future needs of unit in terms of personnel, equipment, supplies, and space; consult with superiors on priorities and availability of funding and other resources.
- Collaborate with Program Manager to provide appropriate staff placement based on the clinical needs of the patients and ensure delivery of quality patient care; monitor, maintain, and adjust staffing levels according to unit productivity and staffing goals; participate in data collection for unit based on quality assurance indicators.
- Provide direct services to clients under appropriate scope of practice.
- Consult with Program Manager regarding program goals, activities, policies, and procedures; make recommendations on programmatic, clinical and administrative policies; regularly update program policies and procedures; and implement and enforce policies and procedures.
- Supervise, train, evaluate, and participate in the selection of subordinate clinical and administrative staff; and initiate and participate in personnel actions in accordance with the Agency's human resources practices and procedures.
- Make or review decisions on difficult client assessment and casework matters; supervise the timely and accurate submission of activity logs of assigned staff; and review caseload and task/needs reports for accuracy and timely changes.
- Analyze existing caseloads and forecast resource needs.
- Implement and ensure compliance with mandated documentation and quality assurance requirements to ensure efficient and effective operation of the unit in compliance with federal and state regulations, including Health Insurance Portability and Accountability Act (HIPAA) and The Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 ("HITECH Act").
- Function as liaison representative to other departments, community groups, and agencies.
- Perform unit specific projects as assigned by the Program Manager; prepare and maintain records; and submit monthly reports as required.
- Provide direct patient care as required based on staffing levels, patient loads, and unit necessity.
- Provide, or arrange for, clinical supervision of unlicensed staff.
- Ensure that clients are properly scheduled and information is entered correctly into the management information system by administrative support staff.



- Recommend program alterations to correspond with client needs, funding, and available resources.
- Maintain up-to-date knowledge of local, county, State, and federal laws, regulations, Agency policies and procedures that govern program and unit operations; disseminate knowledge to staff and ensure compliance on a continuous basis.

QUALIFICATIONS:

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

Education, Training, and Experience:

As required by State of California Administrative Code, Title 9 regulations, state board regulations, and Tri-City Mental Health Services position requirements, which includes:

Program Supervisor I: At least two years of managerial/supervisory experience in a mental health/ co-occurring disorders setting including experience in a responsible management capacity.

Program Supervisor II: At least four years of managerial/supervisory experience in a mental health / co-occurring disorders setting including experience in a responsible management capacity.

The education and experience level of an incumbent will vary based upon licensure/registration type.

Licensure/Registration/Certification:

Licensure/registration and/or advanced degree/training in a particular field may be required depending on grant funding or licensure/registration requirements by law.

Knowledge of:

- Availability and means of utilizing Agency and community resources for special services.
- Principles and practices of personnel management and supervision, including staff utilization.
- Characteristics and social aspects of mental and emotional disorders and their effect on the individual in the community.
- Principles and techniques of crisis intervention.
- Principles and techniques of diagnosis, treatment, and rehabilitation for individuals with mental or emotional disorders.
- Psychotherapy and counseling techniques.



- Standard diagnostic and reference tools used by mental health professionals, such as the Diagnostic and Statistical Manual (DSM).
- Communication skills and techniques required for gathering, evaluating, and transmitting information.
- Standard medical record documentation.
- Federal and State laws relevant to the field of mental health.
- Local and Agency regulations and policies pertaining to services and documentation.
- Health Insurance Portability and Accountability Act (HIPAA) and The Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 (“HITECH Act”).
- Roles and functions of mental health agencies, mental health service delivery, programs, and resources.
- Data processing systems/applications.

Skill to:

Operate a computer and utilize a variety of software programs.

Ability to:

- Plan, organize, and direct a program unit, and supervise multi-disciplinary staff.
- Work effectively with adults and children with a wide variety of diagnoses, low economic status, and diverse cultural backgrounds.
- Communicate effectively at all organizational levels and in situations requiring instructing, persuading, negotiating, consulting, and advising.
- Assist in the formulation of policies and procedures.
- Formulate, develop and justify unit budget requirements; implement, administer, and control the distribution of funds according to the approved budget.
- Understand and interpret policies, procedures, and regulations.
- Function with minimal supervision.
- Understand documentation and charting requirements for provision of mental health services.
- Prepare and present clear and comprehensive written and verbal reports and materials.
- Establish and maintain effective working relationships.
- Use various computer systems for communication, documentation, and reporting.

Special Requirements:

- Lanterman-Petris-Short (LPS) designation for Los Angeles County or eligible preferred.
- May be required to be available 24 hours on-call depending on program needs.
- Possess a current valid California Driver License, a satisfactory driving record, and a properly registered and insured vehicle.
- Maintain valid licensure, registration, or certification.
- Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



ESSENTIAL JOB FUNCTIONS:

The position requires prolonged sitting, reaching, twisting, turning, bending, stooping, lifting, and carrying paper and documents weighing up to 15 pounds in the performance of daily activities; body mobility to move from one work area to another, and operate a vehicle; grasping, repetitive hand movement and fine coordination in typing, filing, recording information, preparing records and reports, and using a computer keyboard; vision sufficient for observing work performed, reading correspondence and reports, statistical data, and using a computer; and communicating with others on the phone, in person, and in meetings.