



CHIEF ADMINISTRATIVE OFFICER

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 general direction, plans, organizes, oversees, coordinates, and manages Tri-City Mental Health Authority's internal operations and administrative functions including Facilities and Operations, Human Resources, Information Technology, Administrative Services, Medical Records, and Compliance/Risk; ensures the Authority's infrastructure, systems, and processes are efficient, scalable, and aligned with strategic objectives; serves as a key advisor to the Executive Officer and collaborates closely with other members of the executive team to drive operational excellence, organizational effectiveness, and cross-functional integration; coordinates assigned activities with other Authority departments, officials, and outside agencies; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Executive Officer. Exercises direct supervision over management, supervisory, professional, technical, and administrative support staff.

DISTINGUISHING CHARACTERISTICS:

This is a senior executive classification responsible for planning, organizing, coordinating, and directing staff, operations, and programs of a major service area supporting the Authority's business, internal operations and administrative divisions and sections. The Chief Administrative Officer assumes responsibility for administrative, long- and short-term planning, and budgeting responsibilities; recommends and implements the programs, projects, goals, and policies and procedures for the Authority's core infrastructure to ensure the Authority's internal environment is scalable and aligned with strategic goals. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

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

- Plans, manages, and oversees the daily functions, operations, activities, and protocols of the Authority's core infrastructure/internal operations including Facilities and Operations, Human Resources, Information Technology, Administrative Services, Medical Records, and Compliance/Risk, ensuring compliance with local, state, Mental Health Services Act

(MHSA) and federal regulations.

- Participates in the development and implementation of goals, objectives, policies, and priorities that support the Authority's mission in behavioral health, social services and recovery care; recommends within Authority policy, appropriate service and staffing levels for internal operations services.
- Provides leadership in operationalizing the Authority's mission, vision and values across internal operations and services.
- Assumes responsibility for the administrative department's financial management and budget oversight; participates in the development, administration, and oversight of the Authority's budget; collaboratively determines funding needed for staffing, equipment, materials and supplies; ensures compliance with local, state and federal funding, grant, regulatory and audit requirements; recommends and oversees administrative resource allocation, cost control, and operational improvements to maximize value and service delivery.
- In coordination with the Executive Director and Chief Financial Officer, serves as authorized signer to execute agreements for financial retirement services and banking documents.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships; identifies and implements improvements.
- Oversees the Authority's Human Resources functions including labor/employee relations, training and development, performance management and recruitment/retention strategies; promotes a workplace culture that supports service excellence, inclusion, staff well-being and alignment with the Authority's mission.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- In conjunction with other executives, contributes to the overall quality of the Authority's services by developing, reviewing and implementing policies and procedures to meet regulatory requirements, educational standards, and Authority needs.
- Oversees the Authority's Information Technology strategies and infrastructure to support clinical and administrative operations, data security, electronic health records, reporting, and workflow automation; analyzes and directs the modification, conversion and installation of all telecommunications systems hardware and software.
- Manages the Authority's facilities, space planning, maintenance and capital improvement projects, and other physical/operational assets; monitors and tracks the sale, donation or destruction of all surplus equipment in compliance with current HIPAA and HITECH Act, waste disposal regulations, and Authority policy.
- Engages in grant and contract discussions involving internal services and infrastructure and supports fundraising/partnership efforts as needed; in collaboration with the Chief Financial Officer, Chief Compliance Officer and legal counsel, develops guidelines, procedures and standards with respect to the administration and processing of grants and contracts to ensure the Authority's compliance with all statutory and administrative requirements.
- Assumes responsibility for researching and maintaining high quality insurance coverage including, but not limited to, Workers Compensation, Automotive, Directors and Officers, Property, General and Professional Liability, Crime, Earthquake and Cyber Liability;

obtains property appraisals for Authority-owned properties to ensure optimal coverage and submits to the Chief Financial Officer; completes and/or maintains all insurance renewal applications and certificates.

- In conjunction with other executives, ensures the Authority meets all applicable regulatory including, but not limited to, state behavioral health laws, licensing, accreditation, privacy/HIPAA, and safety; maintains policies and procedures manuals and documentation.
- Oversees risk management, internal controls, audits, contracts compliance and vendor oversight; ensures that Business Associate Agreements with all contractors and vendors, when client protected health information (PHI) could be accessed to perform a service for the Authority, are fully executed and on file; collaborates with legal counsel to ensure the Authority's Business Associate Agreement is current and in compliance with HIPAA laws.
- In collaboration with the Chief Compliance Officer, designs, initiates and coordinates methods for collecting, analyzing, storing, retrieving and reporting client medical information and statistics in accordance with local, state, federal and HIPAA and HITECH Act laws; identifies and resolves problems affecting coding, abstracting, billing and legal issues related to the release of medical records; oversees the processing of Authority subpoenas for release of client medical records and employers compensation related records
- In collaboration with the Authority's Security Officer, designs and produces relevant monthly reports and auditing tools to monitor key indicators of HIPAA, HITECH Act, and security risk areas; monitors and coordinates all responsibilities of security and privacy officers; serves as the primary consultant to Authority staff and outside agencies regarding issues concerning the disposition of all client medical records.
- Receives, processes, investigates, reports and tracks all client grievances related to privacy rights; collaborates with the Chief Compliance Officer to resolve all complaints within required timeframes and to the clients' satisfaction.
- Participates in meetings, conferences, and trainings at local, state and national levels to keep informed of all current regulations that govern the operations of publicly funded behavioral health and Medicaid behavioral health providers; stays current on issues being brought forth and/or changes in public policy and legislation that may impact the Authority's operations.
- Represents the department, provides consultation and technical expertise to other Authority divisions, departments, and outside agencies including, but not limited to, funding agencies, regulatory bodies, partner networks, community organizations, government agencies and governing boards; explains and interprets Authority programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Maintains and directs the maintenance of working and official departmental files.
- Prepares, reviews, and presents reports, presentations, briefings and various management and information updates to the Governing Board, executive leadership and community partners.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations and protocols.
- Performs related duties as assigned.

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 incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in his/her past and current employment history. A typical example includes:

Education, Training, and Experience:

- Required: Bachelor's degree in Business Administration, Public Administration, Finance, Social Work/Psychology, Political Science, or a related field.
- Preferred: Master's Degree in Business Administration, Public Administration, Finance, Social Work/Psychology, Political Science or related field.

Experience

- Seven (7) years of increasingly responsible experience in public sector administration, which includes budgeting, policy development, personnel management, interagency coordination, leadership/management, operations management, and program development.

Licensure/Registration/Certification:

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

Knowledge of:

- Principles and practices of public administration, management, and organizational leadership.
- Behavioral health systems, including community-based mental health, social services, and recovery-oriented care.
- Federal, state, and local regulations governing public mental health services (e.g., HIPAA, DHCS, Medi-Cal, MHSA/BHSA, county contracts, and audit requirements).
- Budgeting, financial management, and funding compliance practices in public or nonprofit agencies.
- Human resources management principles, including recruitment, classification, labor relations, employee development, and performance management.
- Information technology systems, data security, and electronic health record (EHR) applications relevant to behavioral health operations.
- Procurement, contract management, and vendor oversight practices in a public sector environment.
- Facilities management and capital improvement planning for multi-site behavioral health operations.
- Risk management, compliance, and quality assurance frameworks in healthcare or government settings.
- Strategic planning, policy development, and performance measurement processes.
- Equity, diversity, inclusion, and trauma-informed organizational culture principles.
- Board governance and intergovernmental relations, including how public agencies interface with oversight bodies, funders, and community partners.
- Change management and organizational development methodologies.
- Data-driven decision-making, program evaluation, and outcome measurement techniques.

Ability to:

- Provide visionary and strategic leadership in alignment with the agency's mission, goals, and behavioral health mandates.
- Plan, organize, direct, and evaluate complex administrative and operational functions across multiple departments.
- Develop and manage multimillion-dollar budgets, monitor expenditures, and ensure fiscal accountability and compliance.
- Interpret and apply laws, regulations, and funding requirements governing public mental health operations.
- Establish and maintain effective working relationships with staff, Board members, government officials, contractors, and community stakeholders.
- Supervise, motivate, and develop staff, fostering collaboration, accountability, and professional growth.
- Analyze administrative systems and processes and implement improvements for efficiency, transparency, and client-centered service delivery.
- Lead organizational change and adapt to evolving policy, funding, and service environments.
- Oversee complex projects and initiatives, ensuring timely completion, measurable outcomes, and effective resource allocation.
- Communicate effectively, both orally and in writing, with diverse internal and external audiences, including preparing Board reports, policy documents, and presentations.
- Represent the agency in high-level meetings, negotiations, and partnerships with external organizations and stakeholders.
- Exercise sound judgment in sensitive, confidential, and high-stakes situations.
- Use technology effectively, including data analysis tools, project management software, and EHR systems.
- Promote a culture of equity, inclusion, and continuous improvement across all administrative and program areas.
- Balance multiple priorities in a fast-paced environment while maintaining a focus on mission-driven service outcomes.

PHYSICAL DEMANDS (ADA)

Must possess mobility to work in a standard office setting and use standard office equipment; vision to read printed materials and computer screen; and hearing and speech to communicate. May require standing, walking, bending, stooping, and the ability to lift up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Work is performed in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous substances. Requires frequent use of computers, phones, and other standard office equipment. Interaction with upset staff or the public may occur. May involve direct contact with clients who are distressed or experiencing mental health symptoms.

WORKING CONDITIONS

In accordance with California Government Code Section 3100, Tri-City Mental Health Authority employees, in the event of a disaster, are considered disaster service workers and may be

asked to perform duties accordingly.

Must receive satisfactory results from a background investigation, pre-employment physical examination including drug/alcohol testing, and administrative review.