

**LANCASTER COUNTY
MENTAL HEALTH CRISIS CENTER DIRECTOR**

This is highly responsible administrative and professional work planning, developing, coordinating, directing and evaluating the activities and services of the mental health crisis center.

Work involves overall responsibility for developing and implementing detailed services to effectively meet the psychiatric evaluation and care needs of crisis center clients. The above are accomplished through evaluating and monitoring department effectiveness; implementing and revising policies and procedures to facilitate proper department functioning; developing, monitoring and reviewing of the departmental budget. Supervision is received from the County Board with work being reviewed in the form of reports, conferences, achievement of goals and effectiveness of the department. Supervision is exercised over subordinate staff assigned to the department.

EXAMPLES OF WORK PERFORMED

Plan, develop, implement and supervise detailed department delivery of services.

Review, evaluate and develop goals, policies and procedures governing the mental health crisis center, ensure work and client environments are safe and supportive. Requirements of licensing and accreditation are reflected in the policies and procedures.

Supervise the collection, tabulation and conduct analysis of statistics relevant to the crisis center operation and disseminate as needed to related entities. Evaluate departmental goals as needed based on statistical analysis.

Develop and monitor departmental budget.

Serve on departmental and community committees and/or task forces; provide leadership and consultation so that services of the Mental Health Crisis Center are appropriately utilized; develop goals and objectives to meet stated department, client and community needs.

Plan, supervise and evaluate the work of subordinate personnel; oversee the delivery of program services.

Acts as the community liaison to governmental officials, community organizations and entities whose job duties are carried out under the NE Mental Health Commitment Act.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Extensive knowledge of the principles and practices of planning, organization and administration as they apply to the operation of the Mental Health Crisis Center.

Extensive knowledge of community organizations and current social and economic problems affecting the community.

Extensive knowledge of the sociological, behavioral, and cultural factors influencing the behavior and attitudes of clients.

Extensive knowledge of the professional principles, current practices in assessment and methods of treatment pertaining to the delivery of mental health crisis services to clients.

Ability to plan and implement services to meet departmental goals and objectives.

Ability to plan, assign, and supervise the work of subordinates engaged in the delivery of mental health services to clients in the Crisis Center.

Ability to make professional and administrative decisions within the framework of County rules and policies, labor contracts and state and federal regulations;

Ability to present ideas concisely both orally and in writing.

Ability to establish and maintain effective working relationships with community leaders, governmental officials, community agency representatives, professional groups, co-workers, clients and the general public.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university with major coursework in psychology, sociology, business or public administration or related field supplemented by a Master's Degree in social work, business or public administration or other appropriate field plus a minimum of four years experience in program management within a mental health program which includes considerable responsible administrative experience.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in social work, psychology, sociology, business or public administration, or related field supplemented by a Master's Degree in social work or other appropriate field plus a minimum of four years experience in program management within a mental health program which includes responsible supervisory experience or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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