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| **Classification Title: Program Officer** | | | | |
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| **Employment Status:** | Full-Time |  | **Reports To:** | Children’s Behavioral Health Services Director |
| ***FLSA Status:*** | Exempt |  | ***Supervises:*** | None |
| ***Exemption Type:*** | Administrative |  |  |  |
| ***Civil Service Status:*** | Unclassified 124.11 [A] 18 |  |  |  |

## POSITION SUMMARY

Under the supervision of and in collaboration with the Children’s Behavioral Health Services Director, assesses capacity and quality of mental health and substance use disorder services for children, youth and families of Lorain County. Manages critical clinical services when Board involvement is necessary. Expands and improves needs assessment activities and analysis. Assists in writing of community plans and grants. As a member of the Community Services Team, is integral to the development, coordination, monitoring and analyzing Board funded and collaborative services in the continuum of care. Ensures adherence of policy, procedures, standards and budgets by conducting reviews of agency programs. Is the staff lead regarding trainings and workshops for network providers.

### Essential Duties and Responsibilities

*To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for persons covered by the Americans with Disabilities Act, in accordance with its requirements.*

**Assists in leadership for planning system-wide performance improvement:**

* Manages targeted programming or population-based services with contracted providers or collateral partners including community organizations and schools.
* Assists in establishment, maintenance and improvement of contractual arrangements and processes concerning: community needs assessment, program and services development, capacity building and continuous quality improvement.
* Provides problem solving, navigation and support to community requests for assistance, complaints and grievances.
* Promotes stakeholder collaboration within the continuum of behavioral health including crisis and emergency services.
* Is knowledgeable of relevant evidence-based practices, outcomes/performance metrics and experience in basic service/program evaluation.
* Contributes to the team for clinical quality improvement through reports analysis and makes recommendations including enhancement of services and implementation of evidence-based services, implementation to promote public/community education, prevention, treatment and recovery services.
* Plans for implementation of trauma informed care throughout the system of care.
* Assists with ensuring a diversity, equity and inclusion perspective in all services and programs
* Keeps up-to-date on best practices and evidence-based practices for mental health and substance use disorder treatment.
* Participates on the relevant clinical treatment and recovery committees and represents the Board in collaboratives and coalitions in Lorain County.
* Assists in seeking additional funding and other resources to achieve these goals and ensures compliance with reporting requirements.

**Provides leadership to develop and enhance cross systems collaboration:**

* Development and leadership of community coalitions to promote collaborative high quality, evidence-based services, including partners from Primary Health Care and Public Health, Education, Juvenile Justice, state and local government, clients, families, advocates, Board of Developmental Disabilities and others.
* Represents the MHARS Board as a member of Lorain County School Collaboratives.
* In partnership with Public Health and others, assists with the Community Health Improvement Plan as applicable to the work of the MHARS Board.
* In addition to contracted behavioral health providers and other agencies, will work collaboratively with the juvenile justice system, children’s services, hospitals and schools.
* Makes presentations to the stakeholders listed above and other community groups, including philanthropic and faith-based organizations.

**Maintains excellent working relations with Board staff, contract agencies and other stakeholders**:

* Collaborates with Board staff, other directors, management and elected officials.
* Provides timely and accurate communication with the Executive Director.
* Possesses excellent written and verbal communication skills.
* Achieves the goals of the Board’s annual Community Plan and the Board’s Strategic Plan.

**Leads the training initiatives for provider continuing education**

* In collaboration with the Community Services Team and Systems Planning, surveys needs for professional development to ensure a continuum of care in evidence-based practices.
* Collaborates as well to respond to community requests for education and awareness.
* Manages the Speakers’ Bureau to engage professionals as subject matter experts.

**Performs other related duties as required or requested which may include**:

* Represents the Executive Director when needed or directed.
* Assists in public relations activities including attending community events, providing input into PR materials and public speaking.

**BEHAVIORS & CHARACTERISTICS**

* **Innovative Thinking** - Must be able to prioritize, think through and address issues that may impact ability to successfully deliver to all stakeholders.
* **Professionalism and Composure** – Able to project a professional, composed demeanor in all situations especially during stressful times, in a way that builds harmony and promotes relationships among all team members and stakeholders.
* **Interpersonal and communication skills** - Able to communicate effectively with a wide variety of people, including clients, employees, external providers and the public with an emphasis on rapport-building, listening, and questioning skills. Expresses ideas and opinions effectively and diplomatically.
* **Flexibility**- Available to assist and troubleshoot issues for stakeholders and others needing assistance, sometimes when working past normal operating hours. Remains composed when interruptions or delays in requested responses occur. Ability to adapt to new and changing information and environments.
* **Team player** -  Able to handle multiple tasks and work collaboratively with others to identify problems, resolve issues and develop solutions.
* **Accountable** - Accepts personal responsibility for all areas of the position: keeps commitments and meets deadlines. Does not make excuses for work errors or problems, and can keep confidences and protect sensitive information. Able to manage multiple assignments well, prioritize and execute tasks under pressure.
* **Compliance** – Maintains compliance with all internal and external policies, procedures and regulations that affect the MHARS Board of Lorain County including confidentiality of personal health and other information, recognizing that most information is subject to public records request.

**Physical Demands**

While performing the duties of this job, the employee frequently sits for extended periods of time, and occasionally stands and walks. The employee regularly exhibits digital dexterity when entering data into computer. Vision demands include close, relatively detailed vision when focusing on a computer screen. Employee converses verbally with others in person and by telephone. The employee reaches with hands or arms, stoops, kneels, crouches or crawls when setting up and moving agency booths. The employee occasionally lifts varying weights of up to ten (10) pounds when moving files, boxes, equipment and supplies and up to fifty (50) pounds.

**Equipment Operated**

Automobile, digital camera, computer, telephone, fax machine, copier and other general office equipment.

**Working Conditions**

The employee is exposed to normal office working conditions of moderate noise levels. Employee is occasionally exposed to loud noises. While traveling, employee is exposed to travel conditions and typical road hazards.

**Knowledge, Skills & Abilities**

***Knowledge of:*** Mental illness and substance abuse disorders, across the lifespan.

Evidence based and best practices programs and services for prevention, intervention, treatment and recovery services, including service outcomes measures.

Trauma and trauma informed care.

Recovery Oriented System of Care model and practices.

Best practices in suicide prevention and treatment.

Building, maintaining and providing leadership for relevant community coalitions and task forces.

Board goals, Community Plan, Strategic Plan and objectives.

Relevant federal and state law related to behavioral health practice.

Effective public relations

Local, regional and state community resources and services.

Supervisory principles and practices.

Strategic planning and project planning and management.

Grant writing

***Ability to:*** Deal with many variables and determine specific action; define problems, collect data, establish facts, and draw valid conclusions; exercise independent judgment and discretion; understand, interpret, and apply laws, rules, or regulations to specific situations; prepare and deliver speeches and presentations; respond to routine inquiries from public and/or officials; communicate effectively; train or instruct others; gather, collate, and classify information; maintain records according to established procedures; develop and oversee a systematic approach for collecting data for hospital admissions under Medicaid expansion; collaborate with co-workers on group projects; answer routine telephone inquiries; develop and maintain effective working relationships with community and providers; maintain involvement with Local and State initiatives.

***Skills in:*** Computer, telephone, calculator, copier, fax machine, printer, projector and modern office equipment.

**Qualifications**

An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills and abilities. An example of acceptable qualifications is: completion of at least a Master’s Degree in an appropriate discipline, such as social work, counseling, or psychology. Hold an independence license to practice in the state of Ohio, such as LPCC or LISW with supervisory designation or licensed Psychologist. At least five years of direct clinical service experience in provision of professional, clinical behavioral health services. At least two years administrative experience with clinical supervision of behavioral health clinicians. Successful experience with program planning and implementation, research experience, grant and proposal writing, and successful stakeholder/partner relationships.

**Licensure or Certification Requirements**

LISW-S, LPCC-S, or Licensed Psychologist. State Motor Vehicle Operator’s License or demonstrable ability to gain access to worksites including external meetings and events.

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| **EMPLOYEE UNDERSTANDING & AGREEMENT** | | | | |
| *I understand and will effectively perform the duties and requirements specified in this position DESCRIPTION.* | | | | |
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| ***Employee Signature*** |  | ***Date*** |
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| **Management Approval:** | | |
|  |  |  |
| ***Supervisor Signature*** |  | ***Date*** |