

# MHSA SUPPORT SERVICES SUPERVISOR

County of Calaveras

Range 4xx / Exempt

Established: June 25, 2019

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## **DEFINITION:**

Under general direction, assists with planning, development and implementation of programs funded under the Mental Health Services Act (MHSA), including community mental health prevention and early intervention, contract development and monitoring, coordination and supervision of peer services, assurance of community mental health education, behavioral health awareness, and staff training associated with MHSA programs and/or compliance thereof; and to perform related duties as assigned.

## **DISTINGUISHING CHARACTERISTICS:**

The MHSA Program Coordinator is a supervisory classification responsible for planning, coordinating and implementing MHSA activities, including, workforce education and training, and the coordination of MHSA permanent residence programs for consumers with mental illnesses. This class is distinguished from other supervisory classes by the fact that, under the provisions and categorical funding of the Mental Health Services Act (MHSA), incumbents are responsible for planning, developing, and administering all components of MHSA services. The class is further distinguished from the Behavioral Health Program Supervisor by the latter's clinical administrative supervisory and/or coordinative responsibilities.

## **EXAMPLES OF DUTIES:**

- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards of MHSA programs; establishes, within County policy, appropriate budget, service, and staffing levels.
- Plans, organizes, directs and evaluates the programs and activities of assigned departments to ensure the provision of effective and efficient services to meet the needs of the community; evaluates alternative protocol and policies and makes recommendations toward establishment of an integrated MHSA plan for the County; implements changes as assigned.
- Contributes to the overall quality of the County's service provision by developing, reviewing, and implementing policies and procedures to meet legal requirements and County needs; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Participates in the selection, trains, provides staff development, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.

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- Ensures program compliance with all federal and state laws, and local rules and regulations, and adherence to quality assurance standards; and participates in the external departmental review and audit process.
- Provides technical assistance to and oversight of contracted MHSA community providers and interested community agencies as approved in work plans.
- Provides financial oversight and coordination to all aspects of MHSA funding and approved program plans, requiring knowledge of program plans, outcome data, implementation processes and general program oversight.
- Coordinates and develops training, academic programs and certifications for clients, family members, agencies, and departments that support the MHSA guiding principles.
- Oversees the implementation of the approved workforce training and education plan and related training activities that address the required elements of MHSA and fundamental concepts as integrated into the County's MHSA plan; ensures that all education and training services and programs are in compliance with guidelines set forth by the MHSA.
- Participates in agency integration activities and regional efforts that address hiring and retention practices and the enhancement of employment opportunities as administered through local, regional and state funds.
- Prepares agenda items and resolutions, may present items to various Boards, committees, and other stakeholder groups.
- Prepares budgets and variance reports for MHSA programs; forecasts, budgets, and distributes MHSA funds based on approved programs and work plans.
- Ensures that physical facilities and equipment are properly maintained and operating to meet safety, security, sanitation and medical requirements.
- Oversees, maintains and revises reports, amendments, and programmatic changes for State approval.
- Develops inter-jurisdictional and regional partnerships and joint strategies; represents the department and participates in State, regional, and local meetings that address MHSA components.
- Prepares or supervises the preparation of reports, memoranda, correspondence, special studies, and research.
- Performs related duties as assigned.

### **SPECIAL REQUIREMENTS:**

Possession of an appropriate California driver's license issued by the State Department of Motor Vehicles.

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## **MINIMUM QUALIFICATIONS:**

### **Knowledge of:**

Mental Health Services Act (MHSA) programs and funding; pertinent local, state and federal laws, regulations and guidelines; principles and techniques of program coordination, including program planning and development, implementation, and evaluation; principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures; available public and private community resources; quality assurance/improvement standards and auditing procedures, and requirements, basic principles of project management, development of training programs and events; principles of organization and leadership, Basic record keeping and report preparation methods; principles of behavioral health service provision; educational methods and resources; public relations and use of media options to change attitudes; data collection and analysis methods; modern office practices, methods, and computer equipment and applications related to the work; English usage, grammar, spelling, vocabulary, and punctuation; techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.

### **Skill and Ability to:**

Plan, organize, assign, supervise and review the work of assigned staff and multidisciplinary teams; understand, interpret and apply pertinent federal, state and local laws, regulation and standards; plan, coordinate and implement work plans and programs; research, analyze, and evaluate new service delivery methods, procedures, and techniques; research, evaluate and develop effective training / educational programs; effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of programs and administrative activities; facilitate meetings and coordinate public events; compile, organize and analyze data; prepare and present reports in a clear and concise manner; operate modern office equipment including computer equipment and specialized software applications programs; use English effectively to communicate in person, over the telephone, and in writing; use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

## **EDUCATION, TRAINING AND EXPERIENCE:**

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a four (4) year degree from an accredited college or university with major course work in social services, education, marketing, communications, organizational studies or closely related field related to community/social service development and three (3) years of

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increasingly responsible professional or administrative experience including lead responsibility preferably in the behavioral health field utilizing MHSA funding. Experience in the development of educational or promotional programs or projects, grant funds, grant audits, compliance and contract management is desirable.

## **PHYSICAL DEMANDS AND WORKING CONDITIONS:**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

## **OTHER REQUIREMENTS:**

This class description lists the major duties and requirements of the job and is not all-inclusive. Not all duties are necessarily performed by each incumbent. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.