

MHSA SUPPORT SERVICES SUPERVISOR

County of Calaveras

Range 478 / Exempt

Established: June 25, 2019

DEFINITION:

Under general direction, the MHSA Support Services Supervisor has responsibility for supervising peer support services staff, and planning, coordinating and supervising programs, activities and services which support a diverse population of consumers and families/caregivers in receiving from the mental health system the full scope of services they require; providing training for county staff and providing public outreach/education suicide prevention and stigma discrimination programs for the community; coordination/collaboration with outside agencies and organizations; data management and reporting; making operational recommendations to mental health administration; and do other assignments and related work as may be required.

DISTINGUISHING CHARACTERISTICS:

The MHSA Program Services Supervisor is a supervisory classification responsible for supervising peer support services staff; providing consumer and family/caregiver related trainings; organizing, facilitating, coordinating programs, services and activities designed around the special identified needs of consumers and those who care for them. This position is further characterized by special project assignments, by its countywide responsibility for consumer directed programs and services and by its responsibility for representing Calaveras Health and Human Services Division of Behavioral Health at statewide and national activities relative to consumer-oriented services.

EXAMPLES OF DUTIES:

- Supervises peer support services staff in the development and implementation of wellness and recovery services and strategies at the Wellness and Recovery Center and community.
- Makes consumer and family/caregiver oriented recommendations to Behavioral Health administration on current and proposed policies, programs and procedures.
- Develops and implements strategies aimed at meeting the needs of consumers and family/caregivers for information, education and support.
- Participates in the analysis of current and proposed State and Federal legislation as it impacts the division of Behavioral Health programs and services.
- Develops and strengthens partnerships with State and local consumer/caregiver groups.
- Develops and monitors project and program schedules and budgets.
- Plans, develops and implements consumer and family/caregiver related trainings for Behavioral Health staff and community.
- Coordinates the MHSA program activities, trainings and services with other community agencies and/or services.

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- Establishes targeted peer support priorities and develops intervention and evaluation strategies based on the MHSA Three Year Plan and Annual Updates.
- Plans, coordinates, monitors and evaluates contractors that provide MHSA funded trainings, including Mental Health First Aid, suicide prevention, and crisis de-escalation education in the community.
- Represents the division at local, statewide and federal task forces, workshops, conferences and meetings.
- Tracks and maintains a variety of data and records, and maintains records and prepares required reports for local and state agencies.
- Perform related duties as assigned.

SPECIAL REQUIREMENTS:

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

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:

Supervise staff using the principles of supervision; implement principles of best practices in Mental Health Services Act wellness and recovery consumer and family/caregiver programs, including community engagement; coordinate planning, organizing, developing and

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implementing consumers' services among key county agencies, grantees, community partners, providers, and community; ensure input from consumers in the design, administration, operation and attainment of measurable outcomes; communicate the consumer experience and perspective at all levels within the behavioral health system and the community; improve staff and community understanding through training and education of wellness and recovery principles; expand access to community programs and activities for consumers/clients and families of consumers/clients; implement practices and methods of public information programs and public relations techniques; implement strategies and techniques to support community based assessment and planning to identify and achieve measurable MHSA program outcomes; communicate effectively verbally and in writing to engage and inform a variety of audiences; implement strategies to support strategic planning, group facilitation and training; proficiency with standard business equipment, computers and current software for effective and professional communications and reporting; familiarity and ability to comply with and support related county and state MHSA regulations; establish and maintain cooperative working relations with staff, general public and agencies; prepare clear, concise and competent reports, correspondence and other written materials; coordinate data collection and program reporting to meet evaluation requirements as required by Mental Health Services Oversight and Accountability Commission (MHSOAC) and the Department of Health Care Services (DHCS).

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:

Current or previous experience as a consumer, direct family member of a mental health consumer.

AND

Bachelor's Degree in Social Sciences, Humanities, or related field of study with a minimum of two years experience providing peer support/wellness and recovery services.

OR

AA Degree in Social Sciences or related field of study combined with a minimum of four years experience providing peer support/wellness and recovery services.

Must have experience in facilitation and implementation of measurable outcomes in community development, consumer focused services or related activity and demonstrated skill and ability to organize, train and engage mental health professionals, consumers, families of consumers, and community to respond to the wellness and recovery needs of consumers/clients of Behavioral Health Services division.

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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.