

## MENTAL HEALTH CENTER ADMINISTRATOR

### FUNCTION OF THE JOB

Under direction, to manage the operation of the Mental Health Center including the hospital administration of the adult psychiatric in-patient unit and related purchase of service contracts; and to perform other duties as required.

### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Directs the operation of the Mental Health Center in the delivery of adult mental health and substance abuse patient services.
2. Develops, recommends, and manages the operating budget for direct services, purchased contract services, and Mental Health Center staff.
3. Develops, recommends, and implements operating policies and procedures to ensure compliance with federal and state regulations and to maximize reimbursement for services; develops and implements division-wide policies and procedures.
4. Responsible for the maintenance and compliance of the mandatory in-service training for Mental Health Center staff, such as infection control, corporate compliance, and HIPAA.
5. Oversees the electronic health records at Mental Health Center, ensuring that safeguards are in place for compliance with confidentiality, HIPAA, Health Information Technology for Economic and Clinical Health, and security regulations.
6. Observes, monitors, and evaluates outcomes of the Mental Health Center programs, policies, and procedures to ensure effectiveness and to fulfill administrative and professional responsibilities.
7. Assists the Clinical Director in development, planning, and coordination of new programs and services to address changing treatment needs, client characteristics, and census.
8. Responsible for the Mental Health Center quality assurance programs including the monitoring, auditing and other clinical measures applicable to effective patient care.
9. Selects, assigns, supervises, and evaluates employees and handles any personnel problems of the staff.
10. Coordinates with other County departments and outside agencies who share responsibilities and legal jurisdiction to provide services for the patients of the Mental Health Center.
11. Negotiates, monitors and approves contract services and expenditures, including claims management, rate reviews, and utilization review.
12. Maintains all required and regulated credentials to retain medical and psychiatric staff privileges.
13. Directs the implementation of safety and security procedures to address OSHA risk issues for the facility, patients, and staff.
14. Serves as an ex-officio member of the Medical and Psychological staff of the Mental Health Center.
15. Prepares and presents comprehensive written and oral reports and recommendations to committees, boards, and staff.
16. Serves as department liaison to State of Wisconsin committees and workgroups as assigned.
17. Performs emergency government duties as assigned in event of Waukesha County Emergency Government declaration.
18. Establishes and maintains effective professional relationships with community agencies, treatment providers, departmental staff, residential care facilities, public and private hospitals, justice system, courts, and the public.
19. Performs other duties as required.

## QUALIFICATIONS

### Essential Knowledge and Abilities

1. Thorough knowledge of the principles, practices, methods, and techniques of hospital administration.
2. Thorough knowledge of applicable federal, state, and local rules, regulations and codes regarding inpatient mental health facility licensing, staffing, credentialing, privacy, patient rights, and records management.
3. Comprehensive knowledge of federal, state, and local laws, regulations, and agencies and how they affect mental health programs.
4. Comprehensive knowledge of managerial, administrative, and supervisory principles and practices.
5. Comprehensive knowledge of Mental Health programs and the role of the public sector in the provision of these services.
6. Comprehensive knowledge of budgeting, planning, and analytical methods and techniques.
7. Comprehensive knowledge of confidentiality statutes and requirements, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and Health Information Technology for Economic and Clinical Health.
8. Comprehensive knowledge of the principles, practices, methods, techniques, and treatment modalities used in the field of mental health.
9. Comprehensive knowledge of the standards of care and service in the field of mental health and substance abuse services, subject to various federal, state, and local laws, regulations, and accrediting agencies.
10. Considerable knowledge of the array of mental health and human services programs.
11. Considerable knowledge of emergency government and incident command structures and protocols, including first responder roles and responsibilities.
12. Working knowledge of computerized department program software, internet access, and database, spreadsheet and word processing and electronic health record systems.
13. Ability to plan, assign, supervise, and evaluate the work of others.
14. Ability to interpret and apply agency rules, directives, and policies; federal, state, and local laws, rules and regulations.
15. Ability to establish and maintain effective working relationships with community agencies, treatment providers, departmental staff, residential care facilities, public and private hospitals, justice system, courts, and the public.
16. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
17. Ability to plan, develop, implement, and evaluate programs for client services and referrals.
18. Ability to resolve conflict and build consensus between hospital divisions.
19. Ability to effectively communicate ideas and proposals to policy makers in a verbal or written format.
20. Ability to effectively address disputes with other agencies, hospitals, and law enforcement.

### Training and Experience

1. Graduation from a recognized college or university with a master's degree in psychology, sociology, social work, hospital administration, public administration, or a closely related field.
2. Four years of responsible health care administrative work experience in a hospital or health care system, one year of which was in a supervisory capacity.
3. Valid Driver's License.