

OUTPATIENT SERVICES ADMINISTRATOR

FUNCTION OF THE JOB

Under direction, administers the operation of outpatient mental health and substance use disorder treatment services, intensive outpatient, crisis intervention, and case management programs; provides clinical direction to professional staff; manages and negotiates purchased service contracts; and performs other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Administers the operation of the outpatient mental health and substance use disorder treatment services clinics, intensive outpatient, crisis intervention, and case management programs.
2. Directs the mental health crisis intervention program including the seven (7) day per week mobile response services.
3. Directs, plans, and oversees the implementation of outpatient programs, policies, and procedures.
4. Assesses, monitors, and evaluates outcomes of the outpatient programs to ensure effective delivery of treatment and support services.
5. Selects, assigns, evaluates and trains outpatient supervisory staff, and handles personnel issues or concerns.
6. Responsible for outpatient quality assurance programs including the monitoring, auditing, and other clinical measures applicable to effective client services.
7. 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.
8. Responsible for provision of outpatient services which includes decisions specific to scheduling, staff utilization, appropriate treatment modalities, venue, and array of services offered.
9. Develops, plans, and manages outpatient mental health and substance use disorder treatment services budget by projecting and reviewing expenditures and revenues.
10. Oversees the development of purchased service contracts to ensure that client and programmatic needs are met.
11. Directs and participates in the preparation of grant applications to gain funding for program operations.
12. Responsible for ensuring that staff maintain required credentials to practice as mental health, and substance use disorder treatment service providers.
13. Develops, coordinates, and presents in-service training and staff development programs.
14. Assists the Clinical Services Manager in the review of proposed legislation and administrative codes; and recommends action to appropriate County Board Committees.
15. Makes presentations and recommendations regarding outpatient programs and outcomes to County Board committees, boards, commissions, and other community groups, and provides guidance to advisory boards and commissions.
16. Serves as department liaison to State of Wisconsin committees and work groups as assigned.
17. Establishes and maintains effective professional relationships with community agencies, treatment providers, department staff, residential care facilities, public and private hospitals, justice system, courts, and the public.
18. Performs emergency government duties as assigned in event of Waukesha County Emergency Government declaration.
19. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of mental health, and substance use disorders, and evidence based practices to evaluate and treat them.
2. Thorough knowledge of the principles, practices, methods, techniques, and treatment modalities used in the fields of mental health and substance abuse.
3. Thorough knowledge of applicable rules, regulations, and codes such as Chapter 51, 55, 48 and 938 of the Wisconsin State Statutes.
4. Thorough knowledge of Wisconsin Department of Health Services administrative rules for operation of licensed programs for Crisis Intervention, Outpatient Mental Health, Comprehensive Community Services, Community Support Program, and Substance Abuse Services.
5. Comprehensive knowledge of managerial, administrative, and supervisory principles and practices.
6. Comprehensive knowledge of mental health and substance use disorder treatment programs and the role of the public sector in the provision of these services.
7. Comprehensive knowledge of budgeting, planning, and analytical methods and techniques.
8. 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.
9. Working knowledge of the use of psychopharmacology in the treatment of mental health and substance use disorders, and related potential reactions to or side effects of medications.
10. Working knowledge of computerized department program software, internet access, database, spreadsheet, word processing, and medical records programs.
11. Ability to direct outpatient service programs, provide effective leadership to staff, address conflict, and handle complex administrative situations.
12. Ability to plan, develop, implement, and evaluate programs for provided and purchased client services and referrals.
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 utilize word processing, database, spreadsheet programs, and medical records.
16. Ability to establish and maintain effective professional relationships with community agencies, treatment providers, department staff, residential care facilities, public and private hospitals, justice system, courts, and the public.
17. 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.
18. Ability to effectively communicate verbally and in writing.

Training and Experience

1. Graduation from a recognized college or university with a Master's degree in psychology, social work, or closely related field.
2. Possession of a license or eligibility for licensure as a Licensed Professional Counselor, Licensed Clinical Social Worker, or Licensed Marriage & Family Therapist in the State of Wisconsin.
3. Three years of professional experience post licensure providing direct practice services with at least one (1) year of supervisory experience.
4. Valid Driver's License.