

**MICHIGAN CIVIL SERVICE COMMISSION  
JOB SPECIFICATION**

**COMMUNITY HEALTH SERVICES MANAGER**

**JOB DESCRIPTION**

Employees in this classification function as first-level professional managers, supervising the work of direct and indirect health care professionals and support staff in multiple disciplines, in a variety of programs and services, including psychological services, nursing services, professional clinical social work, in correctional facilities, psychiatric hospitals/centers, or other state residential facilities. The employee will work within general methods and procedures, and exercise considerable independent judgment to adapt and apply guidelines to specific situations. The work requires knowledge of policies, procedures, regulations, training and research programs specific to the work area or discipline, and supervisory techniques, personnel policies, and procedures.

There is one classification in this job.

**Position Code Title - Community Health Serv Mgr-2**

**Community Health Services Manager 13**

The employee functions as a first-line professional manager of health care professionals and support staff positions. The employee is responsible for directing the work of staff in multiple disciplines that provide casework or treatment services. The employee may supervise staff responsible for policy development, training, compliance, monitoring, and consultation with department staff.

**JOB DUTIES**

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Identifies staff development and training needs and ensures that training is obtained.

Ensures that proper labor relations and conditions of employment are maintained.

Maintains records, prepares reports, and composes correspondence relative to the work.

Consults with individuals in other disciplines to resolve issues outside the scope of their practice or to correct treatment related performance problems specific to the particular profession.

Directs and participates in the development, interpretation, evaluation, and recommendation of policies, procedures, rules, regulations and guidelines for the effective operation of the treatment programs and services.

Plans, organizes, evaluates and controls mental health treatment programs and monitors and evaluates the program and organizational performance to assess efficiency and effectiveness through use of both management control systems and performance improvement committees and processes.

Supervises the various professional staff psychiatrists, psychologists, social workers, various nursing professionals, counselors, activity therapists, or other professionals trained in areas of mental illness and developmental disabilities, and non clinical professional staff including secretarial, medical records technicians, and paraprofessional staff such as activity aides.

Develops and submits budgets, monitors and authorizes expenditures for the program or services.

Chairs and/or serves as a member of the interdisciplinary treatment team, diagnoses problems, formulates treatment plans, and evaluates progress.

Participates in the recommendations of the combined diagnostic and treatment staff, coordinates services with other clinical services, including medical, social and placement programs, and ensures meetings are scheduled and held regularly.

Coordinates client services programs with agency staff such as administrative managers, deputy facility directors, and facility directors.

Works closely with unit managers to ensure the smooth operation and coordination of the mental health programs with the service needs of a facility.

Provides direct treatment services and training within the scope of one's professional license in the areas of mental health assessment (including testing), treatment planning, group therapy, individual psychotherapy, psychoeducation, co morbid substance abuse/mental illness, crisis intervention, and case management.

Participates in or assigns staff or participates in involuntary treatment panel hearings as a resident/client advisor.

Sits on the treatment panel as a Qualified Mental Health Professional (QMHP) to review psychiatrist's evaluations and certifications, and other paneling documents.

Assists in ruling on commitments as part of the treatment panel, consistent with Chapter 10 of the Michigan Mental Health Code.

Directs and participates in surveys, assessments, planning, implementation, and evaluation activities to determine overall service and program needs.

Interprets existing and proposed laws, policies and procedures as they relate to the program area and delivery of service.

Works with facility, agency, and/or department administrators to improve policies and procedures.

Participates in administrative staff conferences. Work-shops, meetings and committees.

Helps mobilize resources in the relevant community and maintains cooperative working relations with community agencies, schools, and courts.

Provides assistance to residents/clients and relatives in locating and taking advantage of any relevant community services available.

Arranges for placement of residents in suitable homes; assists in their continuing adjustment in the community, and evaluates their need for future care.

Interprets and explains the patient's mental health to relatives, interested persons, and relevant community agencies within scope of profession.

May serve as an assistant to the clinic, region or program director, administering and coordinating patient services and overall mental health clinic program activities, including conducting board meetings and staff conferences.

May occasionally perform any task assigned to subordinate staff, consistent with any licensing or certification requirements.

Performs related work as assigned.

## **JOB QUALIFICATIONS**

### **Knowledge, Skills, and Abilities**

Knowledge of training principles and supervisory techniques.

Knowledge of employee policies and procedures.

Knowledge of equal employment practices.

Knowledge of administrative techniques and the principles of management, including program planning, organizing, directing, controlling, staffing, and budgeting.

Knowledge of performance improvement, and /or continuous quality improvement systems.

Knowledge of policies, procedures, rules and regulations relative to the specialized programs being directed.

Knowledge of relevant community organizations and resources.

Knowledge of state licensure laws and regulations.

Knowledge of the tools of management such as cross analysis procedures, training materials, operation controls, records and reports.

Knowledge of mental health, public health and/or corrections accrediting bodies, and accreditation processes, surveys and standards.

Knowledge of mental health services.

Knowledge of mental health counseling, individual and group therapy and psycho educational treatments.

Knowledge of mental health assessments and interpretation of such assessments based on scope of license and training.

Knowledge of crisis evaluation and intervention.

Knowledge of treatment plan development and implementation.

Knowledge of human, emotional, social, psychological and environmental problems and techniques to alleviate them.

Knowledge of co-morbid substance abuse and mental illness diagnosis and treatment.

Knowledge of the current literature in the corrections mental health field.

Knowledge of the techniques for observing and assessing behavior.

Knowledge of the basic mental health professional discipline, principles, and practice.

Knowledge of the characteristics and aspects of mental and emotional disturbances and developmental disability.

Knowledge and awareness of patient rights.

Knowledge of human emotional, social, psychological, and environmental problems and the techniques applicable to their alleviation within scope of practice.

Knowledge of experimental and research techniques.

Knowledge of the methods of formal instruction and in-service training in mental health assessment, treatment planning, individual/group therapy, psycho educational, crisis intervention, and case management.

Ability to identify and resolve administrative problems.

Ability to plan, initiate, and direct research in the assigned program area.

Ability to provide lead other professionals in health care and related fields and to establish and maintain the confidence of others.

Ability to maintain favorable public relations and/or stakeholder relationships.

Ability to work with other professional disciplines.

Ability to make independent clinical judgements.

Ability to communicate effectively with others, including the ability to organize, evaluate and present information effectively, both verbally and in writing, and to speak before groups, including providing testimony in court and administrative hearings.

Ability to instruct, direct, evaluate, organize and coordinate the work of others; and to provide for the training of subordinate professional staff.

Ability to analyze and assess management control systems and procedures.

Ability to maintain accreditation status and to effectively oversee compliance with and/or implement new or revised accreditation standards.

Ability to establish a plan, program, service procedure, policy, guideline or control in a program or service area, that relates to program objectives.

Ability to interpret and apply laws, rules and regulations related to work.

Ability to provide training for students, professional mental health interns, students doing their practicum, and professional personnel.

Ability to coordinate mental health services with correctional resident needs in a matrix organizational structure.

Ability to develop a therapeutic relationship with patients.

Ability to apply treatment methods within the scope of the discipline practiced.

### **Working Conditions**

Some jobs may be located in a mental health or correctional facility, requiring employees to work in direct contact with prisoners/patients in a potentially hostile environment or adversarial situation.

Employees may be required to travel and may be exposed to airborne/blood borne pathogens.

### **Physical Requirements**

*None*

### **Education**

Possession of a master's degree with a major in psychology, clinical social work, or possession of a master's degree in nursing with a clinical nurse specialty in psychiatry.

### **Experience**

#### **Community Health Services Manager 13**

Four years of post-masters, professional experience in mental health services, including a minimum of two years of recent, professional, clinical experience (as a Psychologist, Clinical Social Worker, QMHP, Clinical Nurse Specialist, Nurse Practitioner, or other trained/licensed/certified mental health professional with experience in the areas of mental illness or developmental disabilities equivalent to the experienced level (P11) or one year equivalent to the advanced level (12) in state service.

**Special Requirements, Licenses, and Certifications**

Possession current/active temporary master's limited license, master's limited license, doctoral limited license, or full license to practice psychology in the State of Michigan.

OR

Licensure as a social worker in Michigan.

OR

Licensure as a Registered Nurse in Michigan.

OR

Possession of a Michigan license or Certification to practice the applicable Qualified Mental Health Profession (QMHP).

OR

Michigan licensure to practice within the scope of professional training.

**NOTE:** Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

**JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION**

**Job Code**

CHSVMGR

**Job Code Description**

COMMUNITY HEALTH SERVICES MANAGER

**Position Title**

Community Health Serv Mgr-2

**Position Code**

CHSVMGR2

**Pay Schedule**

NERE-153

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