

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3651

TITLE: CSB SERVICE DIRECTOR

GRADE: S-32

DEFINITION:

Under the administrative direction of the Fairfax-Falls Church Community Services Board (CSB) Deputy Director, manages and administers a major service area within the CSB. Provides leadership and supervision to service program managers and participates as a member of the CSB Senior Management Team.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

Incumbents of this class manage one of the major service areas within the CSB (such as Outpatient Service, Residential Treatment, Therapeutic Residential Services, Acute Care Services, or Community Residential and Contractual Services).

The CSB Service Director job class differs from the CSB Deputy Director in that the CSB Service Director is responsible for the leadership and supervision of a service area and assigned program areas, while the Deputy Director is responsible for the coordination and oversight of all CSB service areas and initiatives that cross service areas or impact the county's human services system.

The CSB Service Director job class differs from the Service Managers (Intellectual Disability Specialist IV, the Substance Abuse Counselor IV and the Mental Health Manager) in that the Service Director is responsible for the leadership and supervision of an entire service area and assigned program areas, while the Service Managers are responsible to a MH Service Director for managing a major program within the service area; OR administering an agency-wide support function with clinical orientation; OR administering an education and prevention program with agency/county-wide impact.

ILLUSTRATIVE DUTIES *(This list is representative and not all-inclusive. Job position descriptions provide more detail at the position level.):*

Plans, administers, directs and implements various programs of the major service area which may include a wide range of specialized prevention, diagnostic and treatment services;

Assures integration of program functions across similar program areas within CSB system;

Ensures senior clinical and administrative program supervision;

Provides consultation to the leadership of the CSB;

Provides liaison with county, regional, and state agencies; governing boards; and advisory committees, representing the CSB on various committees, work groups and projects;

Develops and maintains cooperative relationships with community groups and agencies such as non-profits, contractual services, or public schools;

Establishes and participates in consultative and educative planning with community agencies, groups, coalitions, and schools;

Develops and implements internal policies and procedures to enhance treatment effectiveness and efficiency, coordinating with other service directors and CSB executive leadership, ensuring consistency across the CSB and compliance with county, state and federal regulations;

Disseminates, clarifies, and interprets county and CSB policies and procedures;

Conducts mental health program utilization and quality reviews as required by service area;

Assures programs meet all agency and state goals and objectives, as well as complies with all applicable licensing and funding mandates, standards, and regulations;
Develops and manages budget for the assigned service area, consulting with the assigned financial staff;
Authorizes and reviews program expenditures, identifies potential budget shortfalls, and writes consideration item proposals as requested for program expansion and revenue enhancement, consulting with the Enterprise Services Director;
Evaluates programs to ensure effective and efficient service delivery and develops plans to address identified gaps in services;
Oversees clinical and non-clinical services for quality and effectiveness;
Provides clinical consultation and organizational guidance for high-risk cases;
Advises staff and supervisors on difficult and complex cases;
Manages and allocates resources within the service area to meet program or workload demands;
Coordinates with multiple service areas and agencies to ensure quality client service delivery;
Provides research information and statistical data to federal, state, and county authorities;
Provides support to the Director of Partnerships and Business Development in identifying funding and grant opportunities and may take the lead or assist in the application process;
Manages grant awards, including program development, implementation, evaluation, and reporting;
Directs the establishment and monitoring of contract levels for state performance contract.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES *(This list is representative and not all-inclusive. Job position descriptions provide more detail at the position level.):*

Extensive knowledge of principles, theories, practices and methods related to the assigned service area;
Extensive knowledge of the principles and theories of individual psychological and social development;
Knowledge of current prevention/treatment philosophies and programs in the field of substance abuse;
Knowledge of community resources and support services, including relevant public and private organizations;
Thorough knowledge of intake procedures and interviewing techniques;
Advanced knowledge of current treatment/care philosophies and programs in the assigned service area;
Knowledge of psychiatric, psychological and/or sociological terminology and concepts;
Knowledge of federal, state, and local human services agencies and the services they provide;
Knowledge of principles and practices of public administration, including personnel, budgeting, accounting, and management analysis, and ability to apply them in overseeing a variety of services;
Skill in solving problems and resolving conflicts;
Ability to integrate services with other service areas.
Ability to develop and implement departmental goals and objectives;
Ability to interpret the impact of physical and psychotropic medication on clients;
Ability to compile and analyze data and draw sound conclusions;
Ability to develop and evaluate programs;
Ability to manage the work of a large staff through subordinate managers and supervisors;
Ability to develop and maintain effective working relationships with subordinates, co-workers, county officials, public and private sector organizations, community groups and the general public;
Ability to communicate effectively, both orally and in writing.

EMPLOYMENT STANDARDS:

Graduation from an accredited college with at least a bachelor's degree in social work, psychology, sociology, counseling or nursing (or, for certain positions providing services to children and adolescents, a Bachelor's degree in special education) PLUS seven years of related clinical and administrative experience OR a master's degree in social work, psychology, sociology, counseling or nursing (or, for certain positions providing services to children and adolescents, a Master's degree in special education) PLUS six years of related clinical and administrative experience OR a doctoral degree in psychology, social work, counseling or nursing plus five years of related clinical and administrative experience. Clinical experience means providing direct clinical services to individuals with mental illness and includes supervised internships, practicums, and field experience.

CERTIFICATES AND LICENSES REQUIRED:

Contingent upon area of assignment, some positions within this class must be currently licensed to practice in the Commonwealth of Virginia in one of the following: Registered Nurse, Licensed Clinical Social Worker, Licensed Professional Counselor, Clinical Psychologist, Licensed Marriage and Family Therapist, Clinical Nurse Specialist and/or Nurse Practitioner.

NECESSARY SPECIAL REQUIREMENTS:

Criminal background record check;
TB screening upon hire and annually thereafter;

Contingent upon area of assignment, some positions within this class:

- Must be eligible to provide services that can be reimbursed by Medicaid in accordance with the Virginia Department of Medical Assistance Services' requirements;
- Must meet the requirements to be a provider of Case Management Services as set forth by the Virginia Department of Mental Health Services;
- Must have a Master's degree that is license eligible in Virginia as either a Licensed Professional Counselor, Clinical Social Worker, Marriage and Family Therapist or Clinical Nurse Specialist;
- Require a National Provider Identifier.

RETITLED/REVISED: January 17, 2012

REVISED: February 17, 2011

REGRADED: July 1, 2007

REVISED: January 2, 2007

REVISED: July 8, 2006

REISSUED W/O CHANGE: July 18, 2000

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