

Deputy Director Administrative Operations



Fairfax-Falls Church Community Services Board

Fairfax County Government

Shaping the Future of Government



About Fairfax County

Formed before the Revolutionary War, Fairfax County was home to many of America's earliest statesmen, including George Washington of Mount Vernon, and George Mason of Gunston Hall. The county's rich history encompasses the entire existence of the nation. Today, Fairfax County is one of the premier centers of commerce and technology in the United States. Located just west of the nation's capital, Fairfax County is the most populous jurisdiction in the Commonwealth of Virginia, with 13.7% of Virginia's population. It is a great place to live, work, play and do business.

Governed by a 10-member Board of Supervisors, Fairfax County Government consistently achieves high praise for fiscal stability, quality service and technological sophistication. The total fiscal year 2017 General Fund budget was \$4.01 billion. Fairfax County continues to maintain an exceptional AAA/AAA/AAA bond rating. Only eight states, 37 counties (including Fairfax), and 37 cities hold this highly coveted "Triple A" rating from the three leading rating agencies – Moody's Investor Service, Standard & Poor's, and Fitch Investor Service.

Fairfax County has been nationally recognized as a leader in government performance measurement, garnering the International City and County Management Association's Center for Performance Measurement Certificate of Excellence every year since 2009. The County has an excellent school system and is a national leader in K-12 public education. The public school system is one of the highest-rated school systems in America. Fairfax County is also a leader in higher education, where five major colleges and universities, including the main campus of George Mason University are located. Northern Virginia Community College – the largest community college in the Commonwealth of Virginia – has two campuses in Fairfax County. For more information about Fairfax County Government, visit www.fairfaxcounty.gov.

About the Fairfax-Falls Church Community Services Board

The Fairfax-Falls Church Community Services Board (CSB) was established in 1969 by the joint action of Fairfax County, the City of Fairfax, and the City of Falls Church. This action was taken in accordance with the State Code, which requires every jurisdiction in the Commonwealth of Virginia to establish a CSB or join with neighboring jurisdictions. The CSB serves an area of nearly 410 square miles, with a population of over 1.1 million, and is the largest of the 40 Community Services Boards in the Commonwealth. In FY 2017, the CSB served approximately 23,000 individuals. Fairfax-Falls Church CSB operates as part of Fairfax County's Health and Human Services system, which is designed to protect and promote the health and welfare of county residents through a decentralized program.

The CSB provides services to children, youth, adults and families, through community-based programs for individuals who experience mental illness, substance use disorders and intellectual and developmental disabilities.

A 16-member administrative policy board oversees the establishment and operation of these local services. CSB Board members are volunteers appointed by county district supervisors or by the chair of

the Fairfax County Board of Supervisors. One member is appointed by the Fairfax County Sheriff. Board members may serve up to three terms consecutively, and each term lasts three years.

The Fairfax-Falls Church Community Services Board is an integral part of a networked human services system that includes a central administrative agency. The agency is licensed by the Virginia Department of Behavioral Health and Developmental Services and is the largest local government behavioral health organization in Virginia. Total annual agency funding exceeds \$175 million, with additional funding obtained through reimbursed state/federal sources, third party insurance, and client and program fees for service.

Mission Statement

To provide and coordinate a system of community-based supports for individuals and families of Fairfax County and the cities of Fairfax and Falls Church who are affected by developmental delay, developmental disability, serious emotional disturbance (youth), mental illness and/or substance use disorders.

Values

- **Respect for the people we serve**
Individual dignity and human rights protection are at the center of the CSB service philosophy. Each individual is involved in developing service plans which address his/her needs and preferences. Feedback from service recipients is encouraged to assess program strengths and areas for improvement.
- **Quality in the services we provide**
The CSB offers a comprehensive menu of preventative and responsive services that meet the needs of individuals who live in the Fairfax County community. Services are provided by qualified professionals using methods proven to achieve positive, measurable outcomes.
- **Accountability in all we do**
The CSB recognizes its responsibility to the Fairfax County community by striving to provide services to people with limited resources or complex needs in an effective and efficient manner. Policies and procedures are communicated and accessible to all individuals and organizations with whom we work, and process improvement is anchored in continuous data review.

Service Areas

- **Engagement, Assessment, Emergency, Child and Family, and Residential Treatment Services**
Engagement, Assessment & Referral Services; Emergency and Crisis Services, Residential Treatment and Detoxification Services, Youth & Family Intensive Treatment Services, and Youth & Family Outpatient Treatment Services,
- **Psychiatry and Medical Services** – The CSB employs a number of psychiatrists, nurse practitioners, and nurses. These professionals work as a part of the team to ensure prescribing and primary healthcare needs are being met.
- **Mental Health Treatment and Developmental Disability Services-** Support Coordination Services, Employment & Day Services, Assisted Community Residential Services, Behavioral Health Outpatient & Case Management Services, Supportive Community Residential Services, Diversion and Jail-Based Services, and Intensive Community Treatment Services.
- **Wellness, Health Promotion, and Prevention Services-** community activities to strengthen emotional health and build community capacity to handle issues related to substance use and mental illness, as well as community programs designed to promote healthy behaviors and lifestyles.

Although many services are offered directly in the community, the Fairfax-Falls Church CSB manages and operates many residential and treatment facilities throughout the county. Of special note is the 2015 opening of a new 120,000 square foot behavioral health center. With other county Health and Human Service agency partners, the Merrifield Center offers a full array of primary and behavioral health services in a collocated and integrated service facility.



The Position

Seeking an experienced, results-oriented Deputy Director of Administrative Operations responsible for business operations, administration, and strategy for the largest publicly funded behavioral health and developmental agency with a budget of approximately \$200 million. Reporting to the Executive Director, the Deputy Director of Administrative Operations is responsible for providing leadership of day-to-day non-clinical operations. Working closely with CSB Executive leadership this individual will spearhead the implementation of best practice behavioral healthcare administration duties. They will develop close linkages with managed care organizations and strengthen the CSB's ability to operate in a managed care environment. Maximizes functionality and efficiency of informatics, ensures efficient operations between clinical and business services at the CSB, and works closely with Fairfax County's Department of Management and Budget (DMB) and the state Department of Behavioral Health and Disability Services (DBHDS). The Deputy Director of Administrative Operations ensures efficient and effective use of local and state resources and plans for future business operations and service delivery needs.

- The Deputy Director of Administrative Operations will:
- Oversee, plan, and direct the overall business/administrative operations of the agency.
- Manage facilitation and implementation of the agency's strategic plans and initiatives in cooperation with various stakeholders, particularly with the 16-member agency Board.
- Assist the Executive Director with development of policies, procedures, processes and best practices in support of strategic planning and resource development.
- Work closely with managed care organizations, CSB clinical leadership, and the revenue cycle team to maximize third party reimbursement.
- Strengthens the CSB's ability to bill insurance for services and works with Medicaid to pursue new revenue opportunities.
- Serve as the CSB's liaison with community groups, other county departments, and state and other health and human services organization as appropriate.
- Oversee and ensure that effective health care compliance procedures, processes, and risk mitigation measures are instituted in conjunction with the agency's Compliance Officer.
- Develop policy and planning for key administrative functions such as information technology, budget, finance and billing, procurement, contracts and grants management, human resources, business process improvement and administrative support services, facilities, safety and disaster planning, and administrative coordination and support across all departments and business lines of the agency.
- Develop lean business practices throughout the agency and ensures existing and new business practices are appropriately documented and maintained in a central location.

The Candidate

The right candidate will be able to quickly identify administrative, business and budgetary issues and formulate plans to mobilize resources that can be clearly communicated to the staff and CSB Board of

Directors. The County is looking for a candidate who can effectively collaborate with the Executive Director and Deputy Director of Clinical Operations to bring leadership, planning and oversight to achieve its transformation goals and adapt to the many challenges and opportunities facing local government behavioral health services now and in the future. The Deputy Director of Administrative Operations must:

- Model integrity, disciplined decision making, and uphold superior ethical standards on a 24/7 basis;
- Work effectively with governing boards and elected officials;
- Monitor and guide multiple, diverse departments to fulfill operational expectations;
- Blend financial, organizational and strategic skills in order to successfully liaison with payer sources and other support areas;
- Ensure compliance with licensing and accreditation standards;
- Prepare operational forecasts, budget planning and prudent utilization of resources;
- Think and act in a results-oriented style and in alignment with articulated goals and objectives;
- Anticipate, facilitate and manage change, and
- Continuously demonstrate a values-driven culture.

Education and Experience

Employment Standards

Any combination of education, experience, and training equivalent to the following: Graduation from an accredited college or university with a master's degree in public health, business administration, or public healthcare administration; plus seven years of increasing responsible managerial, administrative and operational experience in the oversight and/or development of healthcare policy, administration of health services or integrated local government operations, including at least two years of significant responsibility for one or more of the following: human resources, business office or practice management administration, or finance and budget administration.

Preferred Qualifications

Experience in an executive leadership role with at least two years of significant responsibility for one or more of the following: healthcare administration, budget, revenue cycle, and healthcare informatics. Additional experience overseeing business operations, strategic planning, informatics, human resources, finance and budget administration, and health care compliance. Experience working with managed care organizations. Knowledge and experience leading a business operations team in a behavioral or primary healthcare setting.

Special Requirements

The appointee to this position will be required to complete a criminal background and credit history check to the satisfaction of the employer.

Compensation and Benefits

Salary is negotiable within an established range (\$102,505.52 - \$170,841.63 annually) depending on the qualifications and relevant experience of the selected applicant. Fairfax County Government's total compensation package includes:

- Defined benefit retirement system and deferred compensation program option;
- Outstanding and affordable health, dental and life insurance plans;
- Generous paid holiday schedules and leave programs

See the complete list of benefits here:

<https://www.fairfaxcounty.gov/hr/fairfax-county-benefits-summary> <https://www.fairfaxcounty.gov/hr/fairfax-county-benefits-summary>

To Apply

Submit your resume through Fairfax County's online application system at:

<https://www.governmentjobs.com/careers/fairfaxcounty>

Refer to **Job 21-00051** when applying.

Fairfax County is an Equal Opportunity Employer that does not discriminate on the basis of race, color, sex, creed, religion, national origin, age, disability, genetic information, veteran's status, political affiliation, genetics or disability in the recruitment, selection, and hiring of its workforce.

Reasonable accommodations are available to persons with disabilities during application and/or interview processes per the Americans with Disabilities Act. Contact 703-324-4900 for assistance. TTY 711. EEO/AA/TTY.

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