

Direct Care and Treatment Manager 1

I. KIND AND LEVEL OF WORK

First of five managerial levels in the Direct Care and Treatment series. Under limited supervision, an employee in this class directs, develops, implements and evaluates support services for several small programs and functions such as overseeing residential and clinical services within a hospital or inpatient treatment center or a single focused program of moderate-size with various activities to provide clients with opportunities and skills as part of a larger therapeutic environment within a specialized behavioral health care program or operational function. The DCT Manager 1 will have oversight and accountability for program management and compliance, establishing goals, developing performance objectives and defining priorities and timelines. Work is performed through subordinate supervisors and clinical staff.

At this level an employee may assist in the development or implementation of a program's strategic plan and communication plan, lead implementation of work plans, participate in ongoing evaluations and provide recommendations to promote continuous improvement such as implementing alternatives and processes to meet the changing needs of the clients served. Responsibilities extend to recommending and determining the acquisition and allocation of fiscal, human and technical resources to respond to the program's current and long-range projected needs. The incumbent is able to make independent decisions regarding the delivery of service by implementing alternatives to meet the changing needs of the clients.

II. DISTINGUISHING CHARACTERISTICS

The DCT Manager 1 class is responsible for the administration and operational management and oversight of several small programs and functions or a single focused program of moderate-size. This classification is accountable for all aspects of the assigned program(s) including both administrative duties such as preparing and monitoring a program budget, managing public relations, community outreach and day-to-day program responsibilities. At this level the incumbent may assist in the development or implementation of a program's strategic plan, communication plan and lead the implementation of work plans.

The DCT Manager 2 class will oversee a facility or a larger, more complex program area across divisions, integrating multiple, diverse programs or administrative functions. This class is responsible for establishing procedures, setting policies, defining priorities and determining program objectives. At this level, an incumbent is more strategic in nature and is expected to develop, implement, and monitor operational strategic plans, including goals, annual work plans and performance indicators to ensure the delivery of high-quality services.

III. EXAMPLES OF WORK/DUTIES

(A position may not include all the work examples given, nor does the list include all that may be assigned.)

- Manage, direct, develop, implement and monitor services for the program so that services are relevant and meet the needs of the persons served. Develops processes for unique situations utilizing community support services, clinical guidance and best practice protocols as guidelines.
- Implement a regional plan for communication with stakeholders and leaders that provides an improved understanding of the role of community support services in the service delivery system.
- Serve as a liaison with county, state, community providers and stakeholders in the private and public sector.
- Direct the study, analysis, implementation and evaluation of existing and proposed federal, state, agency and program policies to determine their actual or potential impact on service delivery.
- Identify service gaps and recommend opportunities to the higher-level management to partner with community resources and policy divisions to develop options for filling identified gaps in the continuum of support.
- Develop and oversee the entire program budget to ensure services operate within budget or revenue earned and monitors activities, adjusts resources and expenditures according to changes in revenue, census, etc. and operates within the established budget or revenue received.
- Assist higher-level management with the development, implementation, measurement, and reporting of program activities and generate proposals for effective and efficient compliance.
- Plan and implement a quality assurance and performance improvement system to ensure that the needs of persons served by the program areas are met.

IV. KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- State and departmental policies and regulatory standards which govern the services provided by Direct Care and Treatment and Community Based Services.
- Treatment and programming methods applicable to needs of clients served in the program(s) sufficient to plan and implement a quality assurance and performance improvement system and evaluate the quality and effectiveness of services provided.
- Community resources to integrate services with other provider agencies and to facilitate successful discharge of clients served.

Ability to:

- Act in a person-centered manner and approach; create a working environment that ensures delivery of professional services through understanding of individual needs and requests as well as awareness of the role and responsibility of the job.
- Plan an integrated program of individualized services for a disability group.

Skill in:

- Planning and organizational skills to work effectively on several projects simultaneously, manage multiple tasks and coordinate activities of cross-functional teams.
- Effective interpersonal and conflict resolution skills to foster collaboration and alignment among staff so that facility goals, plans and requirements are understood and fulfilled.
- Leading stakeholder groups to ensure that desired input is obtained, committee efforts focus on key issues and that facility staff and community representatives are utilized effectively.

LICENSURE/CERTIFICATION/STATUTORY REFERENCES

N/A

SPECIAL WORK CONDITIONS

N/A

REFERENCES

Former title(s): Classification Title, MM/YYYY

REVISION HISTORY

Established 08/2020

Revised 11/2025