

Direct Care and Treatment Manager 2

I. KIND AND LEVEL OF WORK

Second of five managerial levels in Direct Care and Treatment managerial series. Under limited supervision, an employee in this class directs and integrates moderate-sized patient care, clinical or treatment programs or facility operations coordinating across divisions within a major behavioral health care system. This includes managing the human, financial, capital and information resources to ensure strategic goals and objectives are achieved and responsive to current and long-range projected needs. At this level, an employee may contribute to the development of a program's strategic plan or make recommendations. Work is performed through subordinate supervisors and clinical staff.

The DCT Manager 2 will plan, implement and evaluate administrative operations such as an organizational structure and staffing model, a financial budget and communications plan, an annual work plan determining objectives and performance indicators, safety and security measures and will identify and implement opportunities for improvement. An employee at this level will develop, administer and enforce policies and procedures, define priorities as well as a staff development plan to maintain compliance and deliver high quality patient or client services. Additionally, the DCT Manager 2 develops and manages the coordination of services to meet the unique needs of the client population and represents the assigned program(s) areas or facility operations through outreach activities and initiating and maintaining community and stakeholder relationships.

II. DISTINGUISHING CHARACTERISTICS

The DCT Manager 2 classification oversees a facility or a larger, more complex program area across divisions, integrating multiple, diverse programs or administrative functions and differs from the DCT Manager 1 class where an employee will manage several small programs and functions or a single focused program of moderate size. An incumbent in the DCT Manager 2 position requires an increasing level of knowledge to provide oversight to multiple functional areas and has authority to establish program procedures, set policy, priorities and objectives. This level is more strategic in nature and will develop, implement and monitor operational strategic plans and goals, annual work plans and performance indicators.

In contrast, the DCT Manager 3 class differs in both complexity and program size. An incumbent in the DCT Manager 3 class relies on a greater degree of breadth and depth of knowledge to provide strategic leadership for a larger program or complex treatment facility or providing regional leadership for a multi-facility operation. An incumbent in the DCT Manager 3 class will have a higher level of operational influence to motivate people and change behavior to successfully manage and integrate functions within inpatient and residential programs either in community or institutional settings. The incumbent is responsible for overall safety, efficiency, compliance and operational performance for the program, regional healthcare system or campus facility. Due to the size and scope of the program, budget, and size of the population served, at this level, an employee has an increased scope of accountability resulting in a greater operational impact.

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.)

- Plan, organize, coordinate, direct and evaluate the administrative, patient care, clinical and clinical support functions of the hospital so services are delivered efficiently and effectively.
- Manage multiple facility security operation processes through ongoing communication with other managers, supervisors and subordinates. Advises the executive team, management and supervisory staff on necessary security processes and equipment to meet security initiatives.
- Influence and shape the strategic and tactical direction of the program division to support the overall ability to achieve short and long-term objectives aligned with the mission and vision.
- Oversee all aspects of operational staffing and making recommendations to ensure staffing complements are adequate to ensure facility safety and security.
- Deliver and maintain a staff development process, including identification of staff training needs and the implementation of an annual training plan.
- Develop and administer an overall financial plan that provides for acquisition of all resources necessary to operate a site or program.
- Initiate, approve, maintain and enforce policies and procedures for patient care and treatment that will assure compliance with external standards and accrediting bodies.
- Develop, implement and review hospital-wide performance indicators and take appropriate action to address identified areas needing improvement.
- Oversee collaborative coordination of movement of clients between program sites to meet the level of care needed.
- Develop and maintain positive, productive relationships across a divergent group of individuals including patients, families, providers, staff, counties, and various other stakeholders.

IV. KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Management principles sufficient to plan, organize and monitor the performance of a diverse staff directly and through subordinate managers or supervisors to assure efficient utilization of program resources.
- Community resources sufficient to integrate services into the overall Service Provider Network to ensure successful discharge of residents into the community.
- State and departmental administrative policies relating to treatment programs to ensure that requirements are met in designing long-term plans, monitoring of assigned program areas and developing plans for corrective action.
- Disability groups sufficient to evaluate treatment programming developed by hospital or clinical staff.
- Needs assessment to identify gaps between current services and desired outcomes that produce evidence to guide short-term corrections and long-term strategic planning.
- Financial management sufficient to locally manage the budget process and the revenue cycle and analyze the financial needs and operations requirements.
- Health needs of various clients and patients sufficient to establish clinical, medical or nursing care standards and to implement all necessary programming.

Ability to:

- Communicate effectively with diverse groups and interact with local public officials, local legislators, planning groups and health professionals.
- Direct and motivate department heads, delegate authority, and evaluate job performance.

LICENSURE/CERTIFICATION/STATUTORY REFERENCES

N/A

SPECIAL WORK CONDITIONS

N/A

REFERENCES

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

REVISION HISTORY

Established 08/2020

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