

Direct Care and Treatment Manager 3

I. KIND AND LEVEL OF WORK

Third of five managerial levels in Direct Care and Treatment managerial series. Under administrative direction, the DCT Manager 3 directs all services within a moderate to large-sized patient care, clinical or treatment program such as overseeing a healthcare residential system for multiple regions or operational function such as directing the operations of a campus facility, providing complex treatment services for a large group of diverse clients within a highly specialized behavioral health care program. At this level the employee manages ongoing clinical programs with multiple disciplines and overall operational performance. Work is performed through lower-level DCT managers and supervisors who provide clinical and operational expertise, consultation and technical direction.

The DCT Manager 3 executes administrative and support services by establishing, monitoring and evaluating operational functions including finance, communications, technology and human resources and is responsible for overall program safety, efficiency and effectiveness. An employee at this level directs and designs system initiatives to implement statewide policy, operational changes and assists in strategic short- and long-range planning to ensure operational compliance and high-quality client centered outcomes.

II. DISTINGUISHING CHARACTERISTICS

The DCT Manager 3 class differs from the DCT Manager 2 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.

In contrast, the DCT Manager 4 is differentiated by the size, scope, and complexity and will oversee and direct administrative and business operations and or clinical and facility operations for a large or geographically dispersed program in a large and complex behavioral health care division. The DCT Manager 4 requires greater managerial breadth directing other DCT managers, a large quantity of residential sites, housing clients with multiple treatment needs, or a significant number of indirect employees as well as responsibility for an increasingly larger operating budget such as an entire budget for a significantly sized treatment facility or several smaller regional hospitals. The incumbent in the DCT Manager 4 will have latitude to make decisions regarding the management of service delivery and to

enforce policy and recommend procedures that enhance the effectiveness and efficiency of a large and complex operation.

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.)

- Provide leadership, management and supervision in the specific areas of division planning, security, system analysis, program control and implementation of new or revised programs, policies, procedures and resource allocation to ensure goals and objectives are achieved.
- Implement, manage and direct a diverse array of staff activities to maximize the attainment of program and facility goals.
- Serves as a member of a strategic planning team at the divisional or system level to develop and execute organizational strategy while monitoring progress toward achieving short- and long-term goals and objectives. Represent a significant segment of a service line or major facility to ensure needs are met in larger organizational strategy and plans.
- Working through multiple site Administrators, implements operational changes which support decisions and strategic direction in collaboration with the Executive committee. Manage and motivate staff who provide clinical or operational expertise and provide consultation and technical direction with respect to the development and use of accountability systems for measuring outcomes and program effectiveness.
- Develop an overall communication plan with various internal and external stakeholders and advocacy groups to provide an improved understanding of the role of the program, network of services and to market the program services.
- Provide input to licensing and policy bodies to ensure that program management issues are addressed by reviewing proposed changes in policies and requirements in terms of resident needs; current and potential program resources, programming/treatment principles and preparing responses to the changes.
- Develop a budget and manage the fiscal activity of the facility, consistent with accepted practices to ensure adequate funding is received, proper expenditures are made and internal controls are maintained.

III. KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Management principles sufficient to plan, organize and monitor the performance of a large, diverse staff directly and through subordinate managers to assure efficient utilization of program resources.
- Intergovernmental roles, authorities and relationships with respect to budget development and administration, legislative development and promulgation of administrative and program rules.
- State and Federal licensing and certification rules and accreditation standards.

Ability to:

- Manage a corporate support system for a large multi-facility operation to develop, implement, evaluate and alter administrative processes.

- Understand the impact and envision possible future outcomes in health care service delivery and associated payment systems based on applied statistical, demographic, historical and trend data. Ability to translate knowledge into viable operational solutions.
- Maintain simultaneous focus on long-range issues and directions while meeting short-range operational demands.
- Delegate effectively, recognizing the expertise, capacity and growth opportunities of others.
- Foster acceptance of change and the need to shift priorities and goals, motivating people to take action.

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