

Direct Care and Treatment Manager 5

I. KIND AND LEVEL OF WORK

Fifth of five managerial levels in the Direct Care and Treatment managerial series directing a behavioral health care system. Under general direction, an employee in this classification provides executive leadership, oversight and strategic direction across all administrative and clinical operations of a large and complex behavioral health care division. This includes operational and administrative functions such as financial services, staff development, safety, policy, compliance and new construction management to ensure integration of operational support functions and client services across all departments among regional, local and inter-local service network partnerships.

An incumbent at this level will direct and manage ongoing treatment programs and operations to maximize efficiency, resources and effective service delivery to the client population. An incumbent will have a major impact on direct care and treatment program operations by overseeing initiatives such as acquisition of legislative support for funding, negotiation of policy and procedural changes, development of evaluation and control systems as well as a development of a long-range capital plan. Work is performed through lower-level managers and incumbents may serve as the Executive Director in their absence.

II. DISTINGUISHING CHARACTERISTICS

The DCT Manager 5 class differs from the DCT Manager 4 class as the size, scope, and complexity of work extends beyond a facility or program to an entire service line encompassing multiple facilities, clinical operations, programs and disciplines. The incumbent will set strategic direction and goals for a primary DCT division and has responsibility for the direction of all healthcare and program operations in the assigned division. At this level, the incumbent will oversee the plans and integration of operational support functions and client services while adapting to a rapidly changing organizational, fiscal and political environment.

III. EXAMPLES OF WORK DUTIES

- Provide executive leadership, direction, oversight and coordination for an entire service line encompassing multiple facilities, programs, and disciplines, while ensuring that the direction is consistent with the overall goals and policies of the agency.
- Direct and oversee all administrative functions of a very broad, complex array of financial, operational and business management services through establishing priorities for action and developing creative, innovative and decisive solutions to financial and business administration issues.
- Manage, direct, develop strategic and operational priorities and direction so that all healthcare and program operations support the strategic goals, policies and strategic plan.

- Direct the development of an integrated multi-faceted service delivery model and strategy to support effective delivery and optimal client impact.
- Direct the division’s ongoing programs and operations to maximize efficiency in administrative and support services by identifying deficiencies and ways to improve or streamline current operating methods and procedures.
- Initiate activity to identify and implement needed changes that will enhance client care and safety, treatment experience and outcomes that meet strategic goals and objectives. Ensure healthcare systems and program operations meet the needs of the patients and clients, staff and community.
- Provide leadership of projects related to the operations of a large campus including physical plan projects, procurement and acquisitions.

IV. KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Executive leadership and management principles to form and implement strategic objectives that translate and define the work and roles of subordinate staff.
- Residential and institutional treatment programs and organizational structure to develop evaluation standards for quality and accountability measures to meet performance goals and objectives.
- Intergovernmental roles, authorities, and relationships with respect to funding resources, budget development and administration, legislation development and promulgation of administrative and program rules.
- Statutes, rules, accreditation standards, licensing standards, judicial court orders and program rules governing the operation of complex treatment services at multiple sites ensuring operational compliance.
- Legal client rights, criminal justice and health care delivery systems to protect the program, the agency and public safety.

Ability to:

- Implement and direct the annual plan and adapt to a rapidly changing organizational, fiscal and political environment and respond with alternatives for allocations and creative funding to achieve results for a large direct care and treatment division.
- Communicate effectively and persuasively in a variety of settings.
- Create fair and responsive solutions to multiple interests and stakeholders remaining mindful of customer needs, public policy and political dynamics.

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