

Direct Care and Treatment Manager 4

I. KIND AND LEVEL OF WORK

Fourth of five managerial levels in Direct Care and Treatment managerial series. Under administrative direction, an employee in this class oversees and directs administrative operations and or clinical and facility operations for a large or geographically dispersed program in a large and complex behavioral health care division. This includes planning, directing and evaluating the administrative business functions and or clinical treatment and facility operations, providing strategic direction to meet current and long-range program and client care needs.

Responsibility extends to overall program management including determining the acquisition and allocation of human, fiscal, capital and technological resources as well as setting policy, priorities and objectives. The incumbent in the DCT Manager 4 has 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 very large and complex operation. Work is performed through lower-level managers.

II. DISTINGUISHING CHARACTERISTICS

The DCT Manager 4 class differs from DCT Manager 3 in program size, scope and complexity. This classification will manage and have oversight of an entire program in a behavioral health care division requiring greater managerial breadth directing other DCT managers, a large quantity of residential sites, housing clients with multiple treatment needs, and or a significant number of indirect employees as well as an increasingly larger operating budget. The program will not only be larger than those directed by employees in the DCT Manager 3 class as the incumbent will also experience higher visibility and have an increased responsibility and accountability for results. A position in this class will encounter situations constantly requiring the incumbent to be adaptable to change and innovative to develop new solutions to address unique or unprecedented challenges such as litigations, client discipline, political and philosophical disagreements or community and special interest group criticisms.

In contrast, the DCT Manager 5 is responsible for providing executive leadership, oversight and strategic direction across all administrative and clinical operations of a large and complex behavioral health care division. 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. At this level, the incumbent will oversee the development of a long-range capital plans and integration of operational support functions and client 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.)

- Provides top administrative leadership, direction and supervision of all program operations of a large, geographically dispersed healthcare system and directs site administrators and other staff with diverse responsibilities (psychology services, health services, direct care). Directs and coordinates healthcare programs and operations at the division leadership level.
- Directs overall administration of divisional nursing, facility and clinical client care services and the delivery of care throughout the division.
- Implement the allocation and set the priority of financial, material and human resources.
- Provide leadership, management and strategic direction over a large multi-facility providing a complex behavioral and mental health clinical services program.
- Integrate consistent, ethical, legal, equitable, and professionally appropriate clinical assessments and cost-effective intervention services for the most challenging subpopulations. Oversee research and assessment services to provide outcome-based analysis that enhances understanding of client behavior and treatment outcomes.
- Direct division-wide special projects to ensure that the efforts of project staff focus on key issues and that work is completed within established time frames by evaluating project methodology, timetables, objectives and project staffing and budgets.
- Develops, prepares, implements and manages the program budget and fiscal responsibilities to ensure provision of staff, equipment, materials and supplies and monitor budget activity to prioritize needs, approve budget alterations and testify at the legislature when necessary.

IV. KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Federal, state and county programs, providers and service needs related to mental health, substance abuse, behavioral health, inpatient, residential, disability, and nursing programs and services to clients and individuals from both the clinical and operational perspective.
- Comprehensive knowledge of state and federal licensing and certification rules and accreditation standards.
- Thorough understanding of community service development, delivery of services to persons with developmental disabilities, behavioral health, mental health and related conditions and state and federal rules and regulations governing the provision of services for populations served by a division of DCT.
- Program evaluation and quality assurance measures and strategies.
- 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.

Ability to:

- Organize and direct a large and complex multi-facility providing direct care and treatment programs.
- Direct the preparation and administration of budgets for programs managed.

- Translate the organization’s mission with committees and task force groups to ensure input is obtained, represents the needs of the community and meets the program’s service and treatment standards.

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