

MULTNOMAH COUNTY  
invites applications for:



## Direct Clinical Services Operations Manager, MHASD

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<b>Job #:</b>	9615-124
<b>Opening Date:</b>	09/13/18
<b>Closing Date/Time:</b>	09/30/18 11:59 PM
<b>Salary:</b>	\$5,764.32 - \$8,898.26 Monthly \$69,171.84 - \$106,779.12 Annually
<b>Job Type:</b>	Full-Time Regular
<b>Location:</b>	Five Oak Building, downtown Portland
<b>Department:</b>	Health Department

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### OVERVIEW:

#### This Work Matters!

At the Health Department, Multnomah County Direct Clinical Services (DCS) is housed in the Mental Health and Addictions Services Division (MHASD) and provides a continuum of comprehensive mental health services to children ages 0-25. The program staff and management procure, administer and oversee the delivery of quality mental health services to children and families served by Multnomah County. The service area is comprised of five work groups:

1. Early Childhood
2. CARES NW
3. School Based Mental Health
4. CountyYouth Care Coordination
5. Early Assessment and Support Alliance (EASA).

The purpose of this position in collaboration with the DCS Manager Senior is to manage the daily operations of all DCS programs and developing strategies for program sustainability and growth. The person in this position will provide oversight of all DCS programs to ensure that DCS programs are safe, continuously improving, meeting the needs of the population served, and supporting the professional development of staff.

Other essential functions of this position will include but not limited to the following:

- Detecting administrative and management problems concerning quality, contracting, personnel and general business activities of DCS.
- Monitor the quality of services provided by DCS programs, reviewing reports and statistical data, conferring with leadership, staff, and by reviewing information needed.
- Providing direct supervision for DCS administrative professionals and Program Specialists and providing leadership for office management for DCS programs
- Has the knowledge and willingness to apply best practices in diversity and inclusion, strategies, systems, and policy.

- In absence, this person will act on behalf of the DCS Manager Sr in all aspects of leadership, planning, directing and managing the functions/operations for the DCS programs.

**Diversity and Inclusion:** At Multnomah County, we don't just accept difference; we value it and support it to create a culture of dignity and respect for our employees. We are proud to be an Equal Opportunity Employer.

## TO QUALIFY:

We will consider any combination of relevant work experience, volunteering, education, and transferable skills as qualifying unless an item or section is labeled required. Please be clear and specific about how your background is relevant. For details about how we typically screen applications, review our overview of the [selection process](#) page.

## Minimum Qualifications/Transferable Skills:

### Education:

**Master's degree** from an accredited college or university in the mental health field with major coursework in social science, or a related field demonstrating the capacity for the required knowledge and skills to meet provider Qualified Mental Health Professional (QMHP) credentialing requirements as required by Oregon Administrative Rules ([OARs](#)) to treat adults. See qualified degrees listed below:

- Graduate degree in psychology.
- Graduate degree in social work.
- Graduate degree in recreational therapy
- Graduate degree in art therapy.
- Graduate degree in music therapy.
- Graduate degree in a behavioral science field
- Bachelor's degree in nursing AND licensed by the State of Oregon
- Bachelor's degree in occupational therapy AND licensed by the State of Oregon

**Experience:** Three years of program supervision that demonstrates the ability to perform the duties of the position.

## Preferred Qualifications/Transferable Skills\*:

- Clinical knowledge and experience working in children's mental health.
- Experience in program management, oversight of program operations, quality improvement, data management and reporting.
- Professional licensure or certification (e.g. Licensed Clinical Social Worker, Licensed Professional Counselor, Licensed Marriage and Family Counselor, Licensed Clinical Psychologist, Certified Involuntary Commitment Investigator).

**Other:** Employment is contingent on passing a background check

*\*Transferable skills: Your transferable skills are any skills you have gained through education, work experience (including the military) or life experience that are relevant for this position. Be sure to describe any transferable skills on your application and clearly explain how they apply to this position.*

## SCREENING AND EVALUATION:

### The Application Packet:

1. A resume. Include month and year for each listed work experience.
2. A cover letter addressing why you are interested in this opportunity with us and how your qualifications and experiences make you the ideal candidate for this position.

The resume and cover letter should demonstrate your work experience/skills and how it is related to those shown in the Overview and To Qualify sections of the job announcement. Please be thorough as this section will be scored and determine your eligibility for an interview.

3. Responses to the Supplemental Questions
4. An attached copy of Graduate Degree and/or State of Oregon license in Nursing or Occupational Therapy

**The Selection Process:** For details about how we typically screen applications, review our overview of the selection process page. We expect to evaluate candidates as follows:

1. Initial review of minimum qualifications

2. Resume, cover letter review and supplemental question review
3. Phone screen
4. Oral exam
5. Consideration of top candidates
6. Language assessment (if applicable)
7. Background, reference, and education checks

**Veterans' Preference:** Under Oregon Law, qualifying veterans may apply for veterans' preference for this recruitment. Review our [veterans' preference page](#) for details about eligibility and how to apply. The recruiter as listed on the job announcement must receive all required documentation by the closing date of the recruitment.

**Accommodation under the Americans with Disabilities Act:** We gladly provide reasonable accommodation to anyone whose specific disability prevents them from completing an application or participating in this recruitment process. Please contact the recruiter below in advance to request assistance. Individuals with hearing or speech impairments may contact the recruiter through the Telecommunications Relay Service by dialing 711.

**Note:** Application information may be used throughout the entire selection process. This process is subject to change without notice.

**Type:** Classified Management – Manager 1

**FLSA:** Exempt

### **ADDITIONAL INFORMATION:**

**Type of Position:** This salaried management position is not eligible for overtime.

#### **Questions?**

Vi Ton, Recruiter  
Health Department  
209 SW 4th Avenue, Ste 210, Portland, OR 97204  
vi.ton@multco.us  
503-988-7480

**Disclaimer:** This announcement is intended as a general descriptive recruitment guide and is subject to change. It does not constitute either an expressed or implied contract.

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Apply Online:  
<http://www.multco.us/jobs>

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### **Direct Clinical Services Operations Manager, MHASD Supplemental Questionnaire**

1. DO NOT ANSWER, INFORMATION ONLY: For supplemental questions listed below, please be sure to answer all questions in detail, identify techniques used to resolve issues and use specific examples demonstrating any experience, training, systems and programs used in any paid and unpaid positions. Please do not list "see resume" or submit vague answers. Your detailed responses will be scored to determine if you will be moving to the next step in our recruitment process.
- \* 2. Please describe your experience managing or overseeing the operations for a behavioral health or social service program or health clinic? Describe the scope of your responsibilities. Please include experience with office management, budgets, contracts, compliance, data, reporting, supervising staff, leading teams, and any other special skills related to program operations. What do you think will be the most rewarding and challenging parts of this position for you?
- \* 3. Describe your understanding of the children's mental health System of Care. Please describe your understanding of evidence-based practice and/or fidelity models used to treat children with higher acuity mental health disorders who are involved in multiple systems.

\* Required Question

