

# FRESNO COUNTY SUPERINTENDENT OF SCHOOLS SUPERVISORY POSITION

JCN: 387  
EXEMPT

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## LEAD BEHAVIORAL HEALTH PROGRAM/QUALITY SUPPORT SUPERVISOR

### **BASIC FUNCTION:**

Under the direction of the Director, Behavioral Health Clinical Services, provide strategic leadership and clinical oversight in the delivery of behavioral health services across multiple service areas, programs and overall delivery sites for the Office of the Fresno County Superintendent of Schools (FCSS); oversee and optimize medical billing and auditing activities; ensure compliance with all relevant regulations and standards in all aspects of mental health services; lead and provide clinical guidance and support to all school-based mental health program administration and staff; oversee the delivery of a clinically sound comprehensive program; lead the development and implementation of policies and procedures to safeguard patient health information, ensuring compliance with Health Insurance Portability and Accountability Act (HIPAA) and other privacy regulations; supervise and evaluate performance of assigned personnel.

### **REPRESENTATIVE DUTIES:**

#### ESSENTIAL DUTIES:

- Conduct comprehensive statistical research and data analysis to measure performance against established benchmarks, identifying areas for improvement and informing strategic decision-making.
- Coordinate communications, information and personnel to meet the needs of students, staff, school districts, and county office personnel; ensure smooth and efficient department operations; oversee the preparation and dissemination of departmental materials; collaborate with the Director of Behavioral Health Clinical Services, administrators, school staff, personnel and outside agencies in the development and implementation of services and programs.
- Develop and implement relevant tools and trainings to enhance supervisors' and other staff's understanding of quality care and documentation practices.
- Ensure adherence to licensing and registration requirements for all behavioral health staff.
- Ensure and monitor that productivity standards are met for assigned programs.
- Identify, lead and evaluate quality improvement projects; implement change in collaboration with administration, directors, and staff.
- Lead and oversee the monitoring, evaluation, and reporting of quality services, documentation, legal and ethical standards, and compliance within Behavioral Health Services and assigned departments and programs.
- Lead collaboration and coordination with FCSS administration, staff, and outside agencies to ensure quality control management systems, compliance, and documentation; advise on system changes and lead training initiatives to enhance quality standards.
- Lead communication efforts with administrators, personnel, governmental agencies, outside organizations and the public to coordinate activities and programs, exchange information and resolve issues or concerns.
- Lead Critical Incident Report Team meetings, Root Cause Analyses, and incident debriefings; provide direction to team members and staff in crisis situations and in making programmatic improvements; provide incident debriefing and inform Director of Behavioral Health Clinical Services of incidents.

- Lead critical incident response and formulate strategies to improve policies and procedures; conduct investigations regarding complaints as assigned, ensure proper and timely resolution; and resolve personnel-related issues and concerns with discretion and confidentiality.
- Lead the collection and analysis of a variety of statistical data to provide regular reports to the Director of Behavioral Health Clinical Services.
- Lead the development and revision of protocols, policy and procedures applicable to behavioral/mental health service staff and programs.
- Manage health information and oversee processing requests for health information according to HIPAA regulations.
- Monitor, inform and report on budgetary line items for program expenditures, including but not limited to, supplies and staffing as this relates to everyday program operations.
- Organize and present program performance detail program partners.
- Oversee the design and implementation of student and family satisfaction feedback systems and program effectiveness analysis; recommend strategies for improvement.
- Oversee the development, maintenance and review of systems to ensure compliance with contracts medical/ethical/legal standards, and internal/external requirements; establish and monitor quality control procedures, standards and documentation; lead quality audits; ensure appropriate and proficient use of the Electronic Health Record (EHR); produce, analyze and report on performance data.
- Oversee the enrollment and discharge of youth and/or students in the EHR database.
- Oversee the implementation and enforcement of contract rules and requirements applicable to the delivery of behavioral/mental health services.
- Oversee the implementation of mental health therapy services provided by staff in assigned area.
- Oversee the maintenance of the Network Adequacy Certification Tool (NACT); develop and submit county and state reporting as required.
- Oversee work schedules and assignments with assigned supervisors for program personnel.
- Plan, develop and implement training and workshops for county office employees, parents, educators, families, and community members, including but not limited to, NACT, EHR, HIPAA, FERPA, quality control systems and documentation, implementation and oversight of Medi-Cal documentation standards; prepare and deliver oral presentations; assist in the preparation of related training and support materials.
- Plan, organize and implement long and short-term objectives and related activities designed to develop assigned programs and services.
- Provide expert consultation and be available “on-call” for crisis intervention and consultation and support for staff.
- Provide guidance in proper charting/documentation practices to meet funding requirements.
- Provide strategic direction and oversight of behavioral/mental health services.
- Provide support in the writing and implementation of grants.
- Provide technical expertise, information and assistance to the assigned supervisor regarding needs, issues and progress related to assigned programs; assist in the formulation and development of policies, procedures and programs.

- Serve as a liaison between County Superintendent and administrators, personnel, funding agencies, outside organizations, or the public concerning the assigned area.
- Serve as a technical resource concerning assigned program, function, or mental health area.
- Work with FCSS departments as applicable to establish quality control requirements from external suppliers.
- Interview, select, supervise and evaluate the performance of assigned staff; coordinate and direct employee assignments and review work to ensure compliance with established plans, strategies, standards, requirements and procedures as needed; work with employees to correct identified deficiencies, review recommended transfers, reassignments, disciplinary actions and/or termination.
- Train and provide work direction and guidance to assigned personnel; assign duties and review work to ensure accuracy and completeness; provide input concerning employee interviews and on evaluations as requested.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders, and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, funding agencies, outside organizations or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function or mental health area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

**OTHER DUTIES:**

- Ability to work on a flexible schedule to meet deadlines based on need and to attend evening and weekend meetings/conferences as assigned.
- Drive a vehicle to conduct work, using own transportation.
- Perform related duties as assigned.
- Travel may be required for work and/or training within California.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Basic public relations techniques.
- Budget preparation and control.
- Mental health and Evidenced Based Practices (EBP) Curriculum interpretation and application in assigned program or instructional area.
- Health Insurance Portability and Accountability Act (HIPAA).
- Family Educational Rights and Privacy Act (FERPA).
- Instructional techniques and strategies related to assigned programs, functions or school facility.
- Management of assigned programs, functions or school facility in support of a designated County Office area.
- Medi-Cal budgetary, billing, reporting and auditing requirements.

- Network Adequacy Certification Tool (NACT) requirements.
- Policies and objectives of assigned programs and activities.
- Behavioral health disorders including mental health and substance abuse disorders, treatment, health regulations, laws and ethics.
- Practices, procedures and techniques involved in the development and implementation of staff development activities.
- Principles and practices of administration, supervision and training, including program management and clinical supervision.
- Public speaking techniques.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, Welfare & Institution Code, Local, State and Federal laws, codes, regulations and requirements and County Office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

#### ABILITY TO:

- Ability to comprehensively understand and speak in a designated second language may be required.
- Collaborate with other system of care partners to ensure an integrated seamless program.
- Coordinate communications, personnel and resources to meet the mental health needs of students and families and ensure smooth and efficient activities.
- Develop and analyze various reports and files.
- Direct and participate in the preparation and maintenance of a variety of reports, records and files.
- Direct the development and implementation of staff development activities as assigned.
- Ensure adequate resource, personnel and inventory levels to meet county office and student needs.
- Meet schedules and timelines.
- Plan and organize work.
- Plan, organize and direct operations and activities of assigned programs, functions or school facility in support of a designated county office area.
- Plan, organize and direct operations, personnel and resources to enhance administrative, faculty and staff understanding of clinical practices, Evidence Based Practice (EBP) standards and curriculum standards, guidelines and requirements.
- Prepare and deliver oral presentations.
- Provide consultation to administrators, faculty, staff, parents and the public concerning assigned programs, mental health services and functions.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.
- Ensure proper and timely resolution of issues, concerns and conflicts.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Supervise, train, guide and evaluate the performance of assigned personnel.
- Work confidentially and with discretion.

- Work independently with minimal direction.

## **EDUCATION AND EXPERIENCE:**

### **EDUCATION:**

- Bachelor's degree in Psychology, Social Work or related field.
- Master's degree in Counseling, Marriage and Family Therapy, Social Work, Psychology or related field.

### **EXPERIENCE:**

- Four years post-licensure experience providing mental health therapy services.
- Four years increasing responsible behavioral health administration or supervision preferred.

## **LICENSURE AND OTHER REQUIREMENTS:**

- Valid California Board of Behavioral Sciences license as one of the following: Licensed Marriage and Family Therapist (LMFT), or Licensed Clinical Social Workers (LCSW), or Licensed Professional Clinical Counselor (LPCC); or
- Valid California Board of Psychology license as one of the following: Licensed Clinical Psychologist; or Licensed PhD in Clinical Psychology; or Licensed PsyD in Clinical Psychology.
- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enroll in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with the County Superintendent.
- Pass a language proficiency assessment in a designated second language may be required.

## **WORKING CONDITIONS:**

### **ENVIRONMENT:**

- Driving a vehicle to conduct work, using own transportation.
- Office and/or school facility environment.
- Regular interruptions.
- Small and large group meetings.

### **PHYSICAL DEMANDS:**

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty-five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

*This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.*

**APPROVED:**

Effective: 07/01/2024