

Ministry: Health
Branch: Mental Health Services
Location: Kelowna

Working Title: **Director, Mental Health Centre**
Level: Range 30
Classification: Social Program Officer

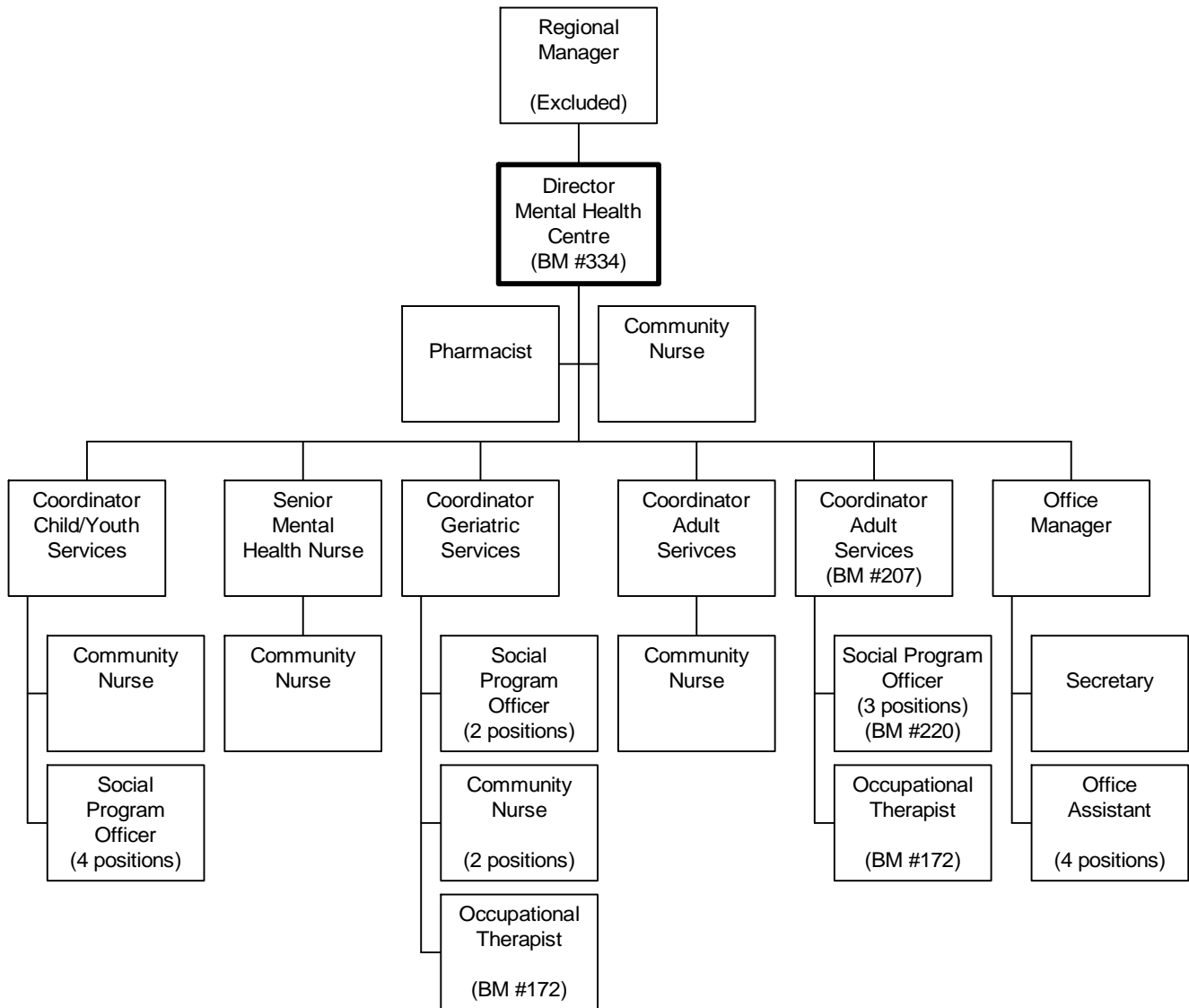
PRIMARY FUNCTION

To plan, manage and evaluate the delivery of mental health services in a community Mental Health Centre.

JOB DUTIES AND TASKS

1. Administers and directs services in a multi-disciplinary mental health centre
 - a. prepares budget estimates and priorities, allocates resources and maintains cost controls
 - b. exercises full authority over budget in excess of \$2.5 million and makes recommendations regarding funded agency and sessional budgets
 - c. contracts and signs-off for services of sessional psychologists, psychiatrists and pharmacists
 - d. monitors and ensures overall service standards are maintained
 - e. hires, orients and appraises staff, taking disciplinary action when required (29 FTE's)
 - f. administers and implements personnel policies covering four collective agreements
 - g. identifies training needs
 - h. coordinates the set up and maintenance of patient files
2. Manages clinical services
 - a. monitors clinical services to ensure overall service standards are maintained
 - b. controls a system of referral, intake, wait listing, assessment, treatment, consultation, case management, discharge and transfer to other agencies
 - c. reviews cases and consults with and advises staff on clinical case management issues
 - d. audits clinical sessions where needed
 - e. reviews unusual occurrences (e.g., suicide, assaults) and investigates complaints by clients
 - f. provides consultation and advice to Centre staff regarding appropriate treatment and patient care
3. Plans and coordinates the delivery of the mental health care system in the Centre's catchment area
 - a. organizes, leads and participates on inter-agency planning committees
 - b. identifies problems, gaps and overlaps in service and encourages joint action to deal with them
 - c. supports and encourages the development of alternative care programs
 - d. ensures Centre services are developed based on collaboration and coordination with all concerned stakeholders
 - e. coordinates Centre services with provincial and regional services
4. Manages the Community Residential Program
 - a. directs a system of referral, placement, follow-up care and discharge of clients into residential care facilities in the catchment area
 - b. monitors the standard of care provided by each facility to ensure licensing requirements are met
 - c. approves payments, based on assessed level of care, for each client
 - d. assesses clients needs and makes changes in programs to meet those needs
 - e. recommends to Regional Manager new facilities or additional beds
 - f. works with facility operators to establish new facilities to meet government guidelines
5. Performs other related duties
 - a. establishes and maintains effective working relationships with other community agencies, professionals and care providers
 - b. promotes positive interaction between centre staff and the public

ORGANIZATION CHART
Benchmark Job #334



REASON FOR CLASSIFICATION

Benchmark Job #334

Job Title: Director, Mental Health Centre

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Understand all related issues of a significant and specialized mental health services program to plan, manage and evaluate the delivery of mental health services delivered in a community Mental Health Centre.</p>	I	305
2	<p>MENTAL DEMANDS Judgement to plan, organize and evaluate the delivery of mental health services and programs within a community; ensure overall service standards are maintained and provide consultation and advice to Centre staff on appropriate treatment and patient care.</p>	H	250
3	<p>INTERPERSONAL COMMUNICATION SKILLS Persuasion required to use basic counselling skills to discuss employee performance problems and provide advice for improvement.</p>	D	45
4	<p>PHYSICAL COORDINATION AND DEXTERITY Some coordination and dexterity required to input information on computer with a minimal requirement for speed.</p>	B	10
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by ministry policies and mental health standards, plan, manage and evaluate the delivery of mental health programs including controlling a system of referral, assessment, treatment, case management and discharge; and monitor standards of service.</p>	G	190
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Major financial responsibility to be formally accountable for a local budget in excess of \$2.5 million.</p>	G	58
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to coordinate a multiple user information system of patient files within the Centre.</p>	D	22.5

REASON FOR CLASSIFICATION

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Job Title: Director, Mental Health Centre

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to supervise staff, appraise employee performance and take disciplinary action (29 FTEs).	DI	27
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS High level of care and attention to manage mental health services and programs in the Kelowna district.	F	50
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused requirement to frequently balance schedules to deal with conflicting priorities and problems in a mental health centre.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently focus attention on computer screens and printed material reviewing cases and preparing reports and other documents.	C	12
12	SURROUNDINGS Exposure to regular unpleasant dealings with clients, families and advocates when dealing with unusual occurrences and client complaints.	B	4
13	HAZARDS Limited exposure to hazards from occasional possibility of physical violence while auditing clinical sessions with mentally ill clients or investigating client complaints.	B	4

Total Points: 989.5

Level: Range 30