**M8: Level Standards**

**GENERAL ROLE**

This level is accountable for managing multiple offices, to include supervisors, their subordinate staff and the services central to their department.

Incumbents:

* Determine how to achieve the directives set by the department's strategy and division leadership.
* Establish measures and set goals as a means to fulfill the department's long-term plans.
* Develop new systems, new products/offerings, new methods or approaches, and new operating procedures to position the department for future stability and growth.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under administrative review of a management exempt leader.
* Incumbents are subject to managerial controls through occasional contacts and reviews.

*🡪 Context of Decisions*

* Is called upon to respond to new situations and circumstances that require sensitive and special attention.
* Exercise discretionary authority on matters of financial significance to the department.

*🡪 Job Controls*

* Incumbents implement departmental strategy by developing the necessary plans and actions.
* Incumbents exercise control over broad plans and policies of the organization.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Regular challenges that arise have substantial implications to services and processes.

*🡪 Course of Resolution*

* Determine how to get the department from "here" to "there," creatively using only the mission and goals of the division as a guide.
* Fulfill objectives that are established in concert with division leadership.

*🡪 Measure of Creativity*

* Develop innovative solutions for difficult, complex, and systemic problems that may have precedent-setting implications for the division.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

**SCOPE AND MEASURABLE EFFECT**

* Actions regularly have a measurable effect on a department function of the division.
* Evaluative measures generally concern fiscal practices and standing, constituent satisfaction, student/employee experiences, productivity, etc.

**Job Template**

**GENERAL SUMMARY**

Manages all internal operations of the Counseling and Mental Health Services (CMHS) clinical system. Provides clinical leadership, coordination, supervision, and direct clinical services, including assessment and psychotherapy, emergency care, and consulting services to the University.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a manager. Supervises professional and non-professional staff, as well as business and/or administrative operations of a moderate sized department of cross-disciplinary services.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Implements an overall clinical services program that provides oversight for clinical operations, ensuring adherence to policies and procedures.
* Supervises staff therapists, office staff, and graduate students in the delivery of their clinical and support duties. Conducts performance evaluations.
* Assists with developing and maintaining policies and procedures to govern clinical services, ensuring adherence to best clinical practices, applicable federal and state statutes, local health and safety laws and regulations, student affairs risk management policies, and professional codes of ethics.
* Develops working relationships with hospitals and emergency rooms. Develops referral network.
* Runs reports to ensure compliance with CMHS policies and procedures.
* Provides consultation and intervention to parents, faculty, and other offices on the UConn campus.
* Reviews incoming cases through CMHS triage system and assigns cases to various clinicians and services.
* Conducts workshops and outreach services designed to provide mental health education to students.
* Serves on university committees representing CMHS and applicable policies and procedures to stakeholders and constituencies. Communicates with appropriate University administrators and mental health/medical professionals in regards to clinical services and/or patient care.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Doctorate degree in related field.
* Four to five years of related experience.

**COMPETENCIES**

**Knowledge of:**

* Principles and practices of employee supervision
* Mental health service operations
* Legal and ethical standards at a local, state, and federal level of the practice of mental health care.
* Accreditation standards that govern college counseling centers
* System analysis and operations
* Microsoft Office and related software applications

**Skill in:**

* Planning and organization
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving, and analysis

**Ability to:**

* Assemble and organize data to evaluate effectiveness of clinical operations
* Communicate effectively through both oral and written means
* Respond to emergency situations effectively, professionally, appropriately, and in a timely manner
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Maintain the confidentiality of information and professional boundaries
* Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management