

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	Manager, Mental Health Services	Range: 19 (AC)	Management Schedule
Date Revised:		Date Approved:	December 12, 2023

PRIMARY PURPOSE

Under the direction of the College Health Services Administrator or designee, the Manager, Mental Health Services, is responsible for providing mental health services to students; providing consultation services to staff and faculty; and working with Student Health Services staff in providing support and referral for students with emotional and mental health issues. Provide-oversight of the Mental Health Services program, Mental Health Counselors, and potential Mental Health Associates (Interns). Participate in mental health initiatives aimed at mental health awareness and promotion, stigma reduction, and serve as liaison to community agencies and resources. In addition, the Manager, Mental Health Services will develop and build partnerships with internal college departments, programs, and community agencies to implement solutions addressing mental health needs.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Provide mental health services, including brief individual and/or group counseling and mental health assessment and referral services to students with a wide range of mental health needs to support their academic success and retention.
2.	Provide triage and crisis intervention to students and individuals in need and function as a resource to faculty and staff.
3.	Follow standard protocols for psychological counseling and adhere to ethical principles as stipulated by the Board of Behavioral Sciences and/or American Psychological Association and in accordance with laws and regulations pertaining to behavioral health care in the State of California.
4.	Provide oversight of the Mental Health Services program, to include but not limited to, review, research and modify behavioral health protocols on an annual basis to assure compliance with laws, regulations, and generally accepted professional standards of practice. Monitor campus trends and needs to recommend program/service modification in response to identified needs.
5.	Provide oversight, orientation, and training, and participate in the performance evaluation of Mental Health Counselors and assigned support staff.
6.	Maintain confidential student information in accordance with FERPA and HIPAA; maintain complete and confidential behavioral health records as required by administrative procedures.
7.	Collect and maintain data, records, and prepare reports; ensure that activities and operations comply with California Community Colleges requirements for the Mental Health Services Support Allocation.
8.	Serve as resource and liaison for the college community on issues of mental health promotion, which may include classroom presentations, resource material development, committee membership, and staff/faculty professional development activities.
9.	Learn and apply emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
10.	Establish local and regional collaborative relationships, partnerships, contracts and/or Memorandums of Understanding with community organizations; work to bridge gaps between student needs and available resources; ensure that partnership agreement rules, contract language, and outcomes are met.

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11.	Ability and certification to provide oversight of Mental Health Associates (Interns); develop and initiate an internship program for the campus to ensure that services are within standards and scope of practice.
12.	Assist in support and planning of student groups, such as Active Minds, to develop mental health peer-to-peer support, with a focus on suicide prevention and mental wellness.
13.	Demonstrate sensitivity to and understanding of the disabilities and diverse academic, socioeconomic, cultural, and ethnic backgrounds of students.
14.	Provide leadership in District/College efforts to increase the diversity of faculty and staff, to address student achievement gaps, and in the creation of a welcoming and inclusive work and educational environment.
15.	Assist and promote the growth and success of a diverse population of students and employees through the development of interculturally competent and equity minded management and leadership abilities. The ideal candidate should have experience in this area with African Americans, Latinx, Native Americans, Pacific Islanders and other disproportionately impacted students and employees.
16.	Perform other related duties as assigned.

OTHER FUNCTIONS

None

WORKING RELATIONSHIPS

The Manager, Mental Health Services maintains frequent contact with students; Mental Health Counselors and the Student Health Center staff; college administration, faculty, and staff; various college and District personnel; and representatives and service providers from the community and government agencies.

EDUCATION AND EXPERIENCE

Minimum Qualifications

Master's degree from an accredited institution in clinical psychology, counseling psychology, social work, marriage and family therapy, or marriage, family, and child counseling.

Possess a valid license in the state of California as a Licensed Marriage and Family Therapist (LMFT), Licensed Clinical Social Worker (LCSW), Licensed Professional Clinical Counselor (LPCC), and/or Licensed Clinical Psychologist issues by the California State Board of Psychology.

California Board of Behavioral Sciences and/or the American Psychological Association. Qualified to provide oversight of mental health counseling interns.

Minimum three (3) years of recent post-licensure experience in an acute mental/behavioral care setting or facility, or in a community clinic or college health clinic.

Current First Aid, CPR, and AED certification by date of hire.

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

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Desirable Qualifications

Experience working in a Community College setting for at least 2 years.
Management or supervisory experience.
Experience in shared governance in an educational setting.
High level critical thinking, problem solving, and analytical skills.
High professional standards and interpersonal skills.
Effective oral and written communication skills.
Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of crisis intervention and demonstrated crisis intervention skills and techniques
Knowledge of guiding principles in psychological services in community college settings
Knowledge of legal and ethical standards of licensed mental/behavioral health professionals
Knowledge of clinical therapy methods with individuals, couples, and groups, preferably in a community college setting
Knowledge of District organization, operations, policies, and objectives
Knowledge of state education code, Title 5, Title IX requirements, and local, state, and federal laws and regulations
Knowledge of a shared governance model in an educational setting
Knowledge of research project policies, procedures, and practices, including data collection and analysis
Knowledge of community and county resources
Ability to interpret, apply and explain rules, regulations, policies, and procedures
Ability to collect, interpret, and present data
Ability to maintain a high-level of confidentiality
Ability to analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals
Ability to plan, organize and prioritize work
Ability to work independently and with various individuals from various socio-economic, ethnic, and cultural backgrounds
Ability to meet schedules and timelines
Ability to understand and follow oral and written directions
Ability to plan, organize, supervise, review, and evaluate the work of others
Ability to establish and maintain effective working relationships with others

SPECIAL REQUIREMENTS

Valid California Driver's License

All required licenses must be maintained in an active status without suspension or revocation throughout employment.

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WORKING CONDITIONS

Office environment; subject to frequent interruptions and interactions with others; sitting for long periods at a time (up to 2-3 hours); requires off-site duties and activities that may require lifting, bending, pushing; requires walking to other areas of campus and standing/sitting outside while tabling at events during all seasons; may require presenting to varying size audiences on mental health topics in classrooms or community settings.
