



Job Description

Job Title:	Manager, Mental Health Services	Salary Range:	19
Date Revised:	4/2/2026	Date Approved:	6/23/2026

PRIMARY PURPOSE

Under the direction of the College Health Services Administrator or designee, the Manager, Mental Health Services is responsible for overseeing and providing mental health services to students; consulting with faculty and staff; and collaborating with Student Health Services to support students with emotional and mental health challenges. The Manager provides program oversight, supervision of Mental Health Counselors and interns, crisis intervention, mental health education, and campus-wide collaboration to promote well-being. The Manager, Mental Health Services, ensures compliance with state and federal regulations governing mental health services in higher education.

DISTINGUISHING CHARACTERISTICS

The Manager, Mental Health Services is distinct from other college health services roles due to its specialized focus on mental health. The Manager, Mental Health Services provides leadership and oversight of mental health services, ensuring the delivery of evidence-based psychological care. The Manager, Mental Health Services, provides direct clinical services and program development for campus-wide mental health initiatives, and strategic coordination with community mental health providers to enhance student access to specialized resources.

ESSENTIAL FUNCTIONS

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

Direct Mental Health Services

1. Provides individual and/or group counseling, mental health assessments, and referrals to support student academic success and well-being.
2. Offers crisis intervention and triage services to students experiencing acute mental health distress.
3. Maintains student confidentiality in accordance with HIPAA, FERPA, and professional ethics.

Program Oversight and Compliance

4. Oversees the Mental Health Services program, ensuring adherence to laws, regulations, and best practices in behavioral health.
5. Evaluates and modifies behavioral health protocols to address campus needs and regulatory updates.
6. Ensures compliance with California Community Colleges' mental health requirements and funding allocations.

Staff Supervision and Training

7. Provides supervision, training, and evaluation of Mental Health Counselors, interns, and support staff.



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8. Facilitates professional development opportunities and mentorship programs for mental health staff.
9. Maintains internship programs, ensuring compliance with professional licensing standards.

Mental Health Outreach and Education

10. Provides supervision, training, and evaluation of Mental Health Counselors, interns, and support staff.
11. Facilitates professional development opportunities and mentorship programs for mental health staff.
12. Maintains internship programs, ensuring compliance with professional licensing standards.

Crisis Response and Emergency Preparedness

13. Acts as a primary responder for campus mental health crises, coordinating with emergency services as needed.
14. Develops and implements crisis response protocols and ensures staff are trained in crisis intervention strategies.
15. Collaborates with campus safety and external agencies to provide appropriate crisis support and intervention.

Campus and Community Collaboration

16. Establishes and maintains partnerships with internal departments, community agencies, and mental health organizations.
17. Develops and oversees contracts and Memorandums of Understanding (MOUs) with external mental health providers.
18. Bridges gaps between student needs and available resources to enhance service accessibility.

Staff Development and Supervision

19. Recruits, hires, trains, and evaluates assigned staff, including licensed healthcare providers, mental health professionals, and support personnel.
20. Provides ongoing professional development for staff on cultural competency, trauma-informed care, and emerging health trends.
21. Develops scheduling systems and staffing models to ensure adequate clinical coverage and service availability.

Technology and Data Management

22. Oversees implementation and utilization of Electronic Health Records (EHR) systems, telehealth platforms, and digital health solutions.
23. Ensures secure and compliant data management practices, including patient record confidentiality and reporting requirements.



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Diversity, Equity, and Inclusion

24. Leads initiatives to improve mental health services for historically underserved and marginalized student populations.
25. Ensures culturally competent care and advocates for equitable mental health resources and policies.
26. Develops culturally competent mental health education programs that address the unique needs of diverse student populations.
27. Participates in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; actively assists in the creation of a welcoming and inclusive work and educational environment; attends and participates in diversity, equity, and inclusion trainings and events.

General

28. Performs other related duties to support the overall objective of the position.

WORKING RELATIONSHIPS

The Manager, Mental Health Services collaborates with internal stakeholders, including administrators, faculty, student services personnel, and student organizations, to integrate mental health services with institutional objectives. Externally, the Manager partners with healthcare providers, community agencies, regulatory bodies, and vendors to enhance service delivery and ensure compliance with relevant standards. These relationships are essential for fostering a comprehensive and inclusive approach to campus health and wellness. The Manager coordinates with community organizations to expand student access to mental health services, including crisis response teams and peer support networks.

MINIMUM QUALIFICATIONS

Education and Experience:

- Master's Degree in Clinical Psychology, Counseling, Psychology, Social Work, Marriage and Family Therapy, or related discipline; **AND**
- Three (3) years of post-licensure experience in a clinical environment, such as community mental health, college counseling, or crisis intervention services; **AND**
- Experience supervising mental health professionals and/or interns.
- **Or**, any combination of education and experience which would provide the required equivalent qualifications of the position; **AND**
- 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.

DESIRABLE QUALIFICATIONS

- Experience working in a Community College setting for at least 2 years.
- Experience in shared governance in an educational setting.
- Experience managing behavioral health programs, including telehealth services.



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- Familiarity with Electronic Medical Records (EMR) systems and health technology platforms.
- Certification in crisis intervention or trauma-informed care.
- Demonstrated experience fostering an inclusive and welcoming work or educational environment through equity-minded approaches in professional interactions with colleagues and students.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

- Knowledge of District organization, operations, policies, and objectives.
- Knowledge of California Education Code and Title 5 requirements related to community college student health services.
- Knowledge of California state regulations, ethical standards, and best practices for mental health professionals.
- Knowledge of principles and practices of clinical mental health counseling, crisis intervention, and trauma-informed care.
- Knowledge of culturally responsive approaches to serving diverse student populations.
- Knowledge of mental health care models, including crisis intervention, telehealth, and integrated behavioral health services.
- Knowledge of methods for measuring and evaluating mental health program effectiveness.
- Knowledge of Electronic Medical Records (EMR) systems and web-based health portals, including data security and patient confidentiality protocols.
- Knowledge of shared governance structures and processes within educational institutions.
- Knowledge of accreditation and licensure requirements across health disciplines.
- Knowledge of budget development, resource planning, and grant oversight.
- Knowledge of instructional technologies, electronic health records, and educational software.
- Knowledge of principles of staff supervision, evaluation, and training.
- Knowledge of appropriate technology applications, including databases, spreadsheets, web content, and social media platforms.
- Knowledge of federal and state regulations related to student services, such as the Federal Educational Rights and Privacy Act (FERPA) and the Health Insurance Portability and Accountability Act (HIPAA).
- Knowledge of student information systems, management information systems, databases, and data management practices.
- Knowledge and awareness of equity and inclusion principles, particularly in the context of student support services.
- General knowledge of community college structures, processes, and student demographics.

Skills:

- Providing direct mental health counseling, crisis intervention, and referrals.
- Leadership, supervision, staff development, and personnel management.



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- Implementing mental health education and wellness initiatives.
- Conflict resolution and change management.
- Collaborating with faculty, staff, and community partners to enhance mental health support.
- Strategic planning, decision-making, and conflict resolution.
- Analyzing program data to support continuous improvement and compliance.
- Strong organizational skills with the ability to prioritize and manage multiple tasks efficiently.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software applications.
- Excellent written and verbal communication skills, with the ability to draft clear and concise reports, correspondence, and presentations.
- Computer software programs, applications, databases, and Enterprise Resource Planning Systems (ERP) systems; computer hardware and peripheral equipment related to the area of assignment.

Abilities:

- Ability to independently perform the essential responsibilities of the position.
- Ability to interact positively and professionally with a diverse student population, faculty, and staff.
- Ability to develop and implement policies, procedures, and best practices for mental health services.
- Ability to assess campus mental health needs and propose solutions.
- Ability to handle complex crisis situations with professionalism and care.
- Ability to analyze and interpret complex health data to make evidence-based decisions.
- Ability to recruit, train, supervise, and evaluate healthcare staff, including developing and managing effective staffing schedules to ensure optimal clinic operations.
- Ability to manage financial resources, including budgeting, grants, and healthcare service contracts.
- Ability to engage actively in relevant professional organizations to stay abreast of industry trends and best practices.
- Ability to foster a student-centered and equity-minded culture.
- Ability to interpret and apply complex regulations and procedures.
- Ability to coordinate and direct a complex instructional and clinical program.
- Ability to plan, organize, and execute multiple priorities to meet schedules and timelines.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Ability to learn and adapt to new software, systems, and processes as required.
- Ability to provide empathetic and effective support to students, addressing their needs and concerns with professionalism.
- Ability to attend and participate in diversity, equity, and inclusion trainings and events.
- Ability to provide an inclusive and welcoming work/educational environment.
- Ability to demonstrate a 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



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able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

- Ability to establish and maintain effective and cooperative working relationships with those encountered in the course of work.

SPECIAL REQUIREMENTS, LICENSES, and/or CERTIFICATIONS

- Valid California license as a Licensed Marriage and Family Therapist (LMFT), Licensed Clinical Social Worker, (LCSW), Licensed Professional Clinical Counselor (LPCC), or Licensed Clinical Psychologist.
- Active unrestricted mental health license in California.
- First Aid, Cardiopulmonary Resuscitation (CPR) and Automated External Defibrillator (AED) certification or the ability to obtain by hire date.
- Possession of or ability to possess a valid driver license based on the need related to the area of assignment if and when travel is required in the course of work.
- Travel may be required for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to perform fine/gross finger manipulation, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds, unassisted. Must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment. The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). The incumbent may be required to respond quickly in crisis situations, including de-escalating volatile situations; stamina to conduct trainings, presentations, and outreach activities in various campus and community environments.

Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

The incumbent may be required to work a flexible and varying work schedule based on the needs of the department, including evenings and weekends, as needed. Occasional travel to off-campus locations with community mental health organizations.

Mental Demands:

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical



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reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work. The incumbent must demonstrate strong emotional resilience to manage stressful and high-pressure situations; maintain professionalism while addressing sensitive and confidential issues; high-level critical thinking and problem-solving skills. The incumbent must demonstrate a capacity to navigate emotionally charged situations, including interactions with students in crisis, distressed faculty or staff, and community partners; balance multiple priorities while ensuring high-quality mental health service delivery.

WORK ENVIRONMENT AND CONDITIONS

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent performs work in a fast-paced mental health clinic environment requiring the ability to manage scheduled appointments and walk-in crisis situations effectively. Subject to constant interruptions, frequent interactions with students, faculty, and staff, and responding to unscheduled mental health emergencies. The incumbent may be subject to exposure to emotionally charged situations, including students in distress, crisis interventions, and interactions with individuals experiencing acute psychological conditions. Requires the ability to communicate effectively in person, over the phone, and through telehealth platforms for clinical assessments, crisis interventions, and coordination of care. Requires visual assessment of students' emotional and physical state; ability to interpret non-verbal cues, and capacity to de-escalate high-risk situations. Must be able to respond quickly in emergency situations and collaborate with campus safety and emergency responders, as needed.

The incumbent performs work in an office environment and outdoor environment in time of emergency/disaster; subject to constant interruptions and frequent interaction with others; operation of a computer keyboard; travel to various locations; sitting or standing for extended periods of time (up to 3-4 hours); read a variety of printed materials and information on a computer screen for extended periods of time; repetitive use of upper extremities, fine finger manipulations, including hand coordination ability to lift, carry, push, pull, and/or move objects and persons.

Working Conditions:

Work is performed indoors and/or clinical conditions and may be subject to high-stress crisis response; may require de-escalating volatile situations and ensuring safety precautions are in place. Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions of the position.



NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT



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North Orange County Community College District (NOCCCD) is committed to creating a diverse academic and workforce environment that encourages and fosters diversity, equity, inclusion, and equal opportunities for everyone. NOCCCD is focused on creating a welcoming culture to ensure students, faculty, management, and staff feel included, supported, and safe.

NOCCCD looks for likeminded and inclusive individuals who represent the community's diversity and demonstrate a sensitivity to the understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of those we represent. Our District community of professionals is devoted to enriching our students' lives by bringing a variety of ways to engage and discover their individual and collective paths through education.