

## **Mental Health Division – Adult Support Program Manger**

**BACKGROUND:** The Adult Support Manager oversees critical programs designed to enhance the well-being and safety of adults in our community. This position is responsible for the supervision and effective delivery of services in the following areas: Adult Protection, Adult Mental Health Case Management, Prepetition Screening, Assertive Community Treatment, Community Recovery Team, Innovation Grant, and Adult Mental Health Initiative. This Program Manager will be responsible for day-to-day operations and delivery of services, for overseeing the operational efficiency, fiscal responsibility and quality of service delivery. The Program Manager will oversee contracts and services with partner agencies.

### **NATURE OF DUTIES:**

The Adult Support Manager is a high-level leadership position responsible for managing the planning, implementation, and oversight of a range of adult services programs. This role ensures the effective delivery of services to adults, with a focus on safety, well-being, and recovery. The position requires extensive knowledge of applicable laws, policies, and best practices in social services, as well as a commitment to continuous improvement and community collaboration.

**Operations Management** - Delegate and execute work; develop and implement infrastructures and systems that support service delivery; manage and maintain regulatory and best practice standards; evaluate outcomes and use data to inform decision making. **(40%)**

- Support the Deputy Director in providing planning and operational leadership to key initiatives, advancement of strategic goals and management of critical incidents.
- Provide project management oversight for programs. Monitor and evaluate operations and project activities of assigned service areas. Prepare reports on operations and project activities, with a focus on continuous quality improvement.
- Manage complex and sensitive operational and program service delivery design or redesign planning projects, including research and analysis.
- Provide oversight to monitoring of training and learning activities for programs. Ensure training and learning activities are documented.
- Provide leadership, management, and coordination for all administrative systems in assigned service areas and act as a liaison with other Ramsey County departments.
- Demonstrate knowledge and application of clinical revenue cycle and understand how staffing, productivity, and billing impact the fiscal health of Adult Support.

### **Administration (30%)**

- Provide leadership to Adult Protection, Mental Health Case Management, Prepetition Screening, Assertive Community Treatment, and Community Recovery Services.
- Supervise staff, fostering a supportive and accountable work environment to promote professional development and high-quality service delivery.

- Oversee the operations, budgets, and reporting for the Adult Mental Health Initiative (AMHI) Grant and Innovation Grant.
- Develop strategies to optimize grant funding and ensure compliance with funding guidelines and performance metrics.
- Ensure all programs operate in alignment with state and federal statutes, focusing on timely and accurate service delivery.
- Develop and implement policies and procedures that address emerging community needs while maintaining compliance and quality standards.
- Manage program budgets, balancing fiscal responsibility with service demands.
- Identify resource gaps and advocate for funding and support to sustain and expand services.
- Work with internal departments, community partners, and external stakeholders to address service gaps and improve outcomes.
- Represent the department in regional and state-level discussions to align local efforts with broader initiatives.
- Analyze program performance data to identify trends, measure outcomes, and implement improvements.
- Lead innovative projects to address systemic barriers, such as housing and access to care for individuals with complex needs.
- Address complex cases, staff concerns, or emergent issues to maintain service continuity and resolve challenges effectively.

#### **General Administration (30%)**

- Grant management and compliance.
- Create, analyze, and present data and reports as relevant to clinical operations.
- Support with onboarding and deboarding of staff and manage performance concerns.
- Leads with a focus on those who have the highest disparities in Ramsey County
- Work collaboratively with labor unions.
- Develop and monitor program goals and objectives, including client visits, outreach numbers, and referrals from outreach to clinical services.
- Collaborate with other managers on projects and collaborations.
- Track and approve operational expenses within budget guidelines.
- Collaborate with the Deputy Director and other management to develop program and organizational goals and budgets.
- Collect, organize, and summarize data for performance measurement, internal and external reporting, and decision-making.
- Lead monthly supervisor meetings, bi-monthly AMHI meetings, and weekly meetings with Innovation Team.
- Completes performance evaluations in a timely manner.
- Ensure communication of goals, objectives, policies, and procedures both up and down the chain of command through meetings, huddles and other forms of communication.
- Leads Adult Support in community engagement activities and understands the importance of collaborating with patients and families.
- Participates in the Adult Mental Health Community Advisory Council.

