



Martha's Vineyard Community Services, Inc.  
Child and Family Behavioral Health Manager  
Job Description

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**Job Summary:** This position is an integral part of a bold new initiative to more fully develop Martha's Vineyard Community Services' Island Counseling Center (ICC). Developed in response to the agency's Strategic Assessment and Planning process, the Child and Family Behavioral Health Manager reports to ICC's Senior Director and assumes full responsibility for the Child and Family Behavioral Health Program, which encompasses services primarily delivered in community-based locations, including schools, the family home, and other locations that foster trust and engagement with children in need.

The Child and Family Behavioral Health Manager will work with the Senior Director of ICC to re-build this program after its services diminished as a result of the COVID-19 pandemic. The Child and Family Behavioral Health Manager will deliver clinical services while recruiting, supervising, and sustaining an active team of outreach clinicians. According to a three year plan for the re-development of this program, the Child and Family Behavioral Health Manager gradually moves from a hybrid service-management role to an exclusively management role.

Charged with leading a robust Child and Family Behavioral Health Outreach program, the Child and Family Behavioral Health Manager is the lead point person with Martha's Vineyard Public Schools and other youth and family-serving organizations on Martha's Vineyard.

The Child and Family Behavioral Health Manager builds an energized, responsive, and highly accountable child and family team, and cultivates a strong culture of service to Island children and families. The Child and Family Behavioral Health Manager joins with MVCS' management, leadership, and quality management teams to ensure all contract and payor accountabilities are fulfilled and that relationships with families and other community stakeholders are characterized by trust, communication, and accountable service.

The Child and Family Behavioral Health Manager assures:

- ❖ The service model is fully executed upon, with the highest clinical and operational standards
- ❖ MVCS supervision standards and procedures are maintained
- ❖ External relationships are built and sustained on trust, accountability, and quality
- ❖ A culture of continuous clinical and administrative improvement is fostered.
- ❖ Legal and ethical processes are identified and managed
- ❖ Best practice clinical care is maintained and modeled in clinical practice, supervision, and operations

## Job Duties (\*Essential Job Function)

1. Provides model development in full accord with contract, regulatory, payor, and accrediting standards and specifications.\*
2. Hires, supervises, and supports a high-performing team.\*
3. Ensures children's behavioral health services are adequately staffed and supervised.
4. Provides administrative supervision to designated staff following agency supervision standards and procedures, with an eye to the following:
  - a. Develops supervisory/performance goals with supervisees and monitors goal progress
  - b. Displays exceptional leadership administratively and clinically
  - c. Audits supervisee administrative work and incorporates into supervisory meetings
  - d. Supports staff in implementing evidenced based practice in clinical care
  - e. Actively provides guidance, consultation, and direction to members of the treatment team
5. Serves as active member of the Island Counseling's Center's Management Team by:\*
  - a. Modeling highest standards of professional ethics and clinical practice
  - b. Exemplifying MVCS vision and guiding principles
  - c. Assisting with orienting and training staff
  - d. Oversees performance related to emergency interventions and crisis situations
  - e. Provides support, aids in problem solving and regularly provides resource information to clinical staff in Child & Family Behavioral Health and ICC, overall
  - f. Provides guidance to the staff to assure compliance with confidentiality laws and regulations
  - g. Willingly accepts other duties as assigned by the Senior Director or agency Leadership
6. Oversees implementation of key model components, including but not limited to:\*
  - a. Community connection with key external stakeholders at MVH, MVYPS, and Primary Care Practices
  - b. Staff scheduling
  - c. Staff utilization according to function
  - d. Timeliness and quality of interventions
  - e. Coordination of care and follow-up
  - f. Clinical Documentation
  - g. Data management and operational systems
7. Delivers services according to budget\*. Works in conjunction with program Senior Management and agency Leadership to continually develop the program from operational, clinical, and financial perspectives
8. Represents Child and Family Behavioral Health as principal liaison to community agencies, and fosters immediate and routine communication with the Senior Director about these relationships, vulnerabilities, and actions taken.
9. Provides direct service at onset of service re-build (FY 2023) and moving forward, when indicated by staffing shortages or other conditions.

10. Actively participates in performance improvement and other quality initiatives within program and/or agency. Serves as member of MVCS Quality Management Team.

**Qualifications:**

- ❖ Possession of a Master's Degree in Social Work, Counseling or related field.
- ❖ Maintains license in good standing.
- ❖ Clinical expertise in working with adults, children, families or other specialty area.
- ❖ Strong supervisory, organizational and planning skills
- ❖ Demonstrate a working knowledge of information systems, data base management, and processes for data collection and analysis.
- ❖ Possess excellent verbal and written communication skills.
- ❖ Ability to give constructive feedback to clinicians, to understand performance specifications for specific contracts, and ability to communicate with external contract managers.
- ❖ Possesses the ability to work effectively with persons who have diverse styles, abilities, motivations, and backgrounds.

This statement contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skills typically requires, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

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