

**Job Class Title: Administrator – Withdrawal Management Program and Detoxification
(Unclassified)**

BASIC FUNCTION:

To lead and direct the overall operations of the Withdrawal Management Program and Detoxification; to establish and manage policies, practices and procedures to comply with local, state and federal regulations, and current practice standards; to prepare and monitor the annual budget and fiscal and operational management; to advise senior leadership on the resources, implications, and strategies of the program; to organize, manage and direct staff; to improve quality of care by defining treatment philosophies and models of care; to oversee on-site contracted clinical and health services as part of the interdisciplinary team; to establish and implement service agreements with community, partner vendors and health care organizations; and to perform duties as assigned.

EXAMPLES OF WORK PERFORMED:

1. Promote a diverse, culturally competent, and respectful workplace.
2. Advance the strategic planning activities to create an environment that advances racial and health equity at the facility where race can no longer be used to predict life outcomes, and outcomes for all are improved.
3. Create an environment among leadership and staff that recognizes program impacts for all residents within the program, including disparities that exist for residents and staff across all racial and ethnic communities and people living with disabilities.
4. Develop and implement organizational mission and strategic long-range plans and goals for the program and its physical facilities in coordination with the Director of Social Services and the Ramsey County Board of Commissioners; regularly evaluate progress toward outcomes and performance goals.
5. Collaborate with department heads and management teams to develop goals, objectives, plans, an organizational structure, processes and systems that is consistent with Ramsey County's mission, vision and values.
6. Manage the development, implementation and control of the annual operating budget to ensure that expenditures are consistent with County Board guidelines, Minnesota Department of Human Services regulations, and to maximize non-county revenues; present the proposed budget to the Ramsey County Manager and Board of Commissioners.
7. Responsible for the overall labor relations of unionized and non-unionized personnel to include participating on union contract negotiations, the Labor Management Committee, and resolving collective bargaining issues in partnership with Human Resources.
8. Direct and manage the provision of medical observation, evaluation and stabilization services by developing internal policies and practices that insure an patient centered, interdisciplinary approach for medical and social services are provided to the patients.
9. Ensure regulatory requirements are met and all reports are timely filed with state and federal agencies and other organizations as required.
10. Ensure a welcoming environment and promotes a patient centered treatment delivery system; develop and oversee an ongoing marketing program to assure high occupancy levels; provide leadership to engage and motivate facility staff and incorporate community in service to our patients.
11. Supervise management staff, allocates staff and resources to assure staffing coverage, quality services, appropriate supplies and equipment, and compliance with state and federal laws, rules, and regulations governing residential facility licensure and certification; and oversees clinical and medical services contracts/providers on an ongoing basis.
12. Represent Ramsey County and maintains involvement in local and state professional and service organizations and in community outreach.
13. Consult with other medical and social service professionals, substance use disorder and withdrawal management program providers, county, state and federal representatives, and special interest groups to analyze systematic problems, identify changing trends and to influence change.
14. Responsible for the overall investigation of complaints made by employees, patients and/or their families.

15. Provides oversight of all building maintenance, capital equipment and improvements and is active member of the Facilities Safety Committee.

(The work assigned to a position in this classification may not include all possible tasks in this description and does not limit the assignment of any additional tasks in this classification. Regular attendance according to the position's management approved work schedule is required.)

ESSENTIAL FUNCTIONS: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15.

SUPERVISORY/MANAGERIAL RESPONSIBILITY:

Directly supervise two program department staff; indirectly supervises approximately 58 full-time employee equivalents (FTE).

INTERNAL/EXTERNAL RELATIONSHIPS:

Daily contact with all program employees to solve problems and make policy decisions; regular contact with patients and their family members to assure or improve quality of care; maintain effective working relationships with all referral sources and community; ensure accessibility of services for all the County's residents; regular contact with the Director of the Social Services for supervision and counsel; periodic contact as needed with the County Attorney and Human Resources to discuss and determine appropriate actions on workers' compensation claims; monthly contact with Human Resources to assure proper interpretation of union contracts and personnel policies; with union representatives to resolve grievances and negotiate union contract implementation; with state and federal health and human services agencies to examine program policy and rule compliances; with other professionals in the short-term care industry to analyze needs; with Facilities Safety Committee to ensure safety of employees, residents and families; occasional contact with Ramsey County Commissioners to request County Board action; with the Director of Finance to establish annual budget and ongoing expenditures for the program; consultation with Property Management on building and grounds issues.

IMPACT ON SERVICES/OPERATIONS:

Impact on the quality, efficiency and effectiveness of program services through the ability to establish policy, practice, allocate resources and manage operations. The efficient and effective management of these resources determines the quality of services available to program patients. Inefficient or ineffective performance of the responsibilities and authority given to this position could risk or reduce the safety and quality of care rendered to patients, leading to fiscal sanctions, lost certification or licensure, lost revenues, as well as have a negative impact on the program and the County's reputation in the community. This position manages an annual budget in excess of \$4.1 million.

WORK ENVIRONMENT:

Most work is performed in a standard work office and clinic environment. Work is performed within a 24/7, 50 bed facility, clinical and medical services requires routine interaction with employees, patients and families. Administrative work may involve direct contact with persons who may have infectious diseases.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Knowledge of recovery principles and practices of substance use disorder and mental health, care management and administration in meeting the needs of patients, and of available community resources.
- Knowledge of best practices, laws, rules, regulations governing the provision of 245F Withdrawal Management Program and reimbursement systems, activities and aftercare programs.
- Knowledge of fiscal management, including ability to prepare, present and monitor budgets and financial statements as well as financial planning skills directed at end results and process improvement.
- Knowledge of the principles and practices of social service, nutrition services, nursing services, housekeeping, laundry, building maintenance, HIPAA, budgeting, accounting, and the continuum of care.
- Knowledge of life safety code regulations and OSHA regulations.

- Knowledge of labor contracts and administration.
- Knowledge of the professional and ethical standards pertaining to policy development.
- Knowledge of County operating policies and procedures.
- Skill in written and oral communications and critical listening.
- Skill in maintaining confidentiality and use of discretion.
- Skill in the use of personal computers and related software.
- Skill in ensuring high level, effective customer service is provided in the facility.
- Skill in managing and directing the response to the State and Federal survey process.
- Skill in managing and directing culturally diverse work groups including professional, technical and semi-skilled employees.
- Ability to understand the political climate within which care centers operate.
- Ability to plan and organize work effectively and manage multiple demands.
- Ability to analyze complex data and problems and make decisions quickly.
- Ability to define standard operating procedures for physician practices.
- Ability to supervise the recruitment, employment, performance, evaluation, promotion, and discharge of all staff.
- Ability to oversee culturally appropriate and effective staff development programs.
- Ability to establish and maintain good working relationships with staff, patients, families, members of the public, hospital, law enforcement and community agencies providing services of benefit.
- Ability to effectively arbitrate complaints and disputes from residents, families, or staff.
- Ability to interpret all federal, state and local regulations.
- Ability to act as a liaison with regulatory agencies; all resident advocacy agencies; and all fiscal intermediaries and HMO's.
- Ability to observe and monitor compliance for all infection control policies and procedures.
- Ability to observe all policies, procedures and practices relating to Resident's Rights.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree in Health Administration, Psychology, Social Work, Counseling, Nursing, or a closely related field.

Experience: Five years of progressively responsible professional supervisory experience in the field of Human Services.

Substitution: None.

Certifications/Licensure: None.

Preferred: Master's degree or studies in Health Administration, Psychology, Social Work, Counseling, Nursing, or a closely related field and Licensed as an Alcohol and Drug Counselor. Experience working in a 24/7 Supervised living Facility or treatment facility with vulnerable adults.

REVISIONS: