



Job Description: Specialized Services Director
Full-Time, Exempt Position

About MHA-NYC: MHA-NYC's *Here2Help Connect* Division is at the cutting edge harnessing new technologies to expand methods in which consumers can receive clinically sound behavioral health services. *H2H Connect* is one of the nation's largest behavioral health contact centers by volume, and continues to grow as new managed care arrangements and new technologies make it possible to reach more people through more channels. *H2H Connect* already serves over 10,000 people every month and is in rapid expansion mode.

Position Objective: The Specialized Services Director oversees and directs all aspects of the Specialized Services programs, including program strategy, partner relationships and operations. Programs within this team include the NYS OASAS HOPEline for substance abuse and problem-gambling, the NFL Life line, and several after-hours programs for providers and managed care organizations. Individuals calling the Specialized Services hotlines are New Yorkers seeking information and referrals and help navigating the vast and complex behavioral health treatment and social support services network. The Specialized Services Director also participates in implementing new programs.

Major Duties and Responsibilities:

- Plan, direct, coordinate, and lead activities of the Specialized Services programs to ensure that goals, objectives, and outcomes are accomplished within the prescribed time frame and funding parameters
- Develop, maintain and oversee the execution of the program workplans, and policies and procedures
- Oversee and ensure program compliance with contractual requirements; monitor program budget compliance
- Coordinate program activities with various funders, and other key stakeholders
- Maintain regular program-related communications with external partners
- Establish trusting relationships with funders and other key stakeholders by maintaining external responsiveness and internal assurance for performance and quality
- Develop and implement plans for expansion of key program areas
- Recommend program design modifications as needed to ensure program supports innovations in mental health
- Complete required and ad hoc reports.

Required Skills:

- Knowledge of health and behavioral health care system in New York City; knowledge of equivalent systems nationwide and globally, a plus
- Experience and knowledge of contact center operations
- Ability to work with managed care organizations and commercial insurers
- Excellent verbal, written, and strategic planning skills
- Courteous and professional manner
- Experience and high degree of comfort with public speaking, including media interviews, presentations to senior level executives, public officials, and other key policy makers, decision makers, and influencers
- Excellent problem-solving skills
- Superior ability to communicate information to the employees/customers/clients clearly, accurately, and completely
- Documentation and report writing skills, including policies & procedures, management reports, etc.

- Effective time management and good organizational and interpersonal skills
- Program management and supervisory skills
- Ability to work well in a high-pressure and fast-paced environment.

Qualifications:

Advanced degree/certificate in business administration, project management, public administration, or behavioral health field required. Crisis intervention and/or mental health information and referral services experience a plus. Valid NYS license to practice in the mental health field preferred. At least 5-10 years program management experience. Applicants should be comfortable working collaboratively with insurers, government officials and executives and managers from community based organizations. Fluency in Spanish, or another language is a plus, but not required.

Interested candidates should send resume and cover letter to Anitha Iyer, PhD at aiyer@mhaofnyc.org