

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Tentative Classification Standard

Occ. Code 5207810

Deputy Director Psychiatric Center 1, M-4	5207810
Deputy Director Psychiatric Center 2, M-6	5207820

Brief Description of Class Series

Deputy Directors Psychiatric Center assist in the non-medical management of Office of Mental Health (OMH) psychiatric centers. Incumbents serve as members of executive management teams; provide leadership and oversee facility-wide functions, including administrative management services, inpatient and/or outpatient program operations, or quality management programs; participate in the development, implementation, and evaluation of facility goals, policies, and procedures; and work closely with other executive staff to ensure facility compliance with the standards, rules, and regulations of OMH and external accrediting bodies.

Positions are non-competitive and classified in OMH.

Distinguishing Characteristics

The assignments of Deputy Directors Psychiatric Center are divided among three tracks: Administration, Operations, and Quality Management, which each have an approved set of non-competitive minimum qualifications. Levels in each track perform similar duties. Factors that determine the level of Deputy Director Psychiatric Center classified include the number of employees at the facility; inpatient and/or outpatient program census; and nature and scope of the programs managed.

Deputy Director Psychiatric Center 1: director level; under the general direction of the Executive Director Psychiatric Center, oversees administrative management services, inpatient and/or outpatient operations, or the quality management program of a psychiatric center with fewer than 650 employees, inpatient programs serving fewer than 300 patients, and/or outpatient programs serving fewer than 1,000 patients.

Deputy Director Psychiatric Center 2: director level; under the general direction of the Executive Director Psychiatric Center, oversees administrative management services, inpatient and/or outpatient operations, or the quality management program of a psychiatric center with 650 or more employees, inpatient programs serving 300 or more patients, and/or outpatient programs serving 1,000 or more patients.

Related Classes

Clinical Directors Psychiatric Center serve as Chief Medical Officers of OMH psychiatric centers and are responsible for the administration, oversight, evaluation, and continuous improvement of psychiatric, medical, and contracted medical services (e.g., radiology, pharmacy, dentistry, and laboratory services) provided by psychiatric center staff and consultants.

Executive Directors Psychiatric Center serve as the Chief Executive Officers of OMH psychiatric centers; perform the duties and functions prescribed in Section 7.21 of the New York State Mental Hygiene Law; and lead, coordinate, and direct all clinical and non-clinical programs, activities, and services provided by a psychiatric center.

Illustrative Duties

Deputy Director Psychiatric Center 1 and 2

Deputy Directors Psychiatric Center 1 and 2 perform similar duties in the Administration, Operations, and Quality Management tracks. Regardless of level, Deputy Directors Psychiatric Center 1 and 2 may perform the following duties in each assigned track:

Administration

Oversees the development and direction of a facility's administrative management services, which typically include human resources, employee relations, fiscal and business of operations, and support services, such as environmental services and housekeeping; nutrition and food services; and maintenance, physical plant, safety and security, and transportation services.

- Manages the development, implementation, and administration of policies and procedures for workforce planning, staffing, employment processing, benefits, occupational health and safety, performance evaluation, time and attendance, workers' compensation, item management, and employee discipline.
- Works collaboratively with facility executive staff, supervisors, and local union leadership to ensure the appropriate implementation of human resources policies and procedures, and selection and utilization of staff resources.
- Manages the facility's Business Office operations; monitors support departments' services; and ensures the overall safety and security of patients, employees, visitors, and the public.
- Consults with program managers on the preparation of budget requests; and prepares facility budgets and establishes general budget policies for execution.

- Provides leadership and direction for agreements with vendors for leases, costs, space, services, and equipment; participates in the development of grant requests and administration; and ensures compliance with terms and conditions.
- Participates with the Clinical Director and supervisors in the identification and solution of problems related to the delivery of treatment services on matters of allocation, staff utilization and management, and capital and fiscal resources.
- Ensures compliance with The Joint Commission's Environment of Care, Life Safety, and Administrative Services standards.
- Performs the full range of supervisory duties over subordinate managers and staff in assigned areas.

Operations

Oversees the non-medical clinical management of a facility's inpatient programs and/or community and residential services, admission and discharge services, and various disciplines, such as rehabilitation, social work, and psychology.

- Develops and establishes policies and procedures to determine the efficiency and effectiveness of service delivery and patient outcomes with an emphasis on rehabilitation and recovery.
- Provides leadership in developing therapies and programs to support patient rehabilitation and recovery.
- Manages the planning, coordination, and evaluation of comprehensive care and recovery services provided to patients in inpatient and/or community and residential programs and ensures the provision of census management, staff development, systems management, discharge plans, community supports, alternative housing, and social rehabilitation.
- Monitors and evaluates the management of inpatient program and/or community and residential service resources to implement program goals; and ensures that needed services are appropriately utilized and integrated for continuity of care.
- Establishes, monitors, assesses, and modifies staffing deployments and workflow processes and procedures for inpatient and/or community and residential programs.
- Maintains effective working relationships with external organizations, such as local planning agencies, private and nonprofit service providers, and advocacy groups to ensure proper integration of State and local services.

- Performs the full range of supervisory duties over subordinate managers and staff in assigned areas.

Quality Management

Oversees a facility's quality management program, which typically includes program evaluation, incident review, risk management, utilization review, consumer satisfaction, survey readiness, health information management, discipline standards, professional growth and development, standards compliance, cultural competence, and performance improvement activities and initiatives.

- Develops, implements, interprets, and evaluates facility goals and policies to support quality management through the provision of quality care and clinical treatment and focusing on areas, such as outcome measurements, treatment plans, and cultural and linguistic competence.
- Ensures the quality and effectiveness of the care and treatment provided in the facility's inpatient and outpatient treatment programs.
- Provides direction to facility departments, units, and disciplines in the development of performance improvement plans and ensures compliance with standards of care from The Joint Commission, Centers for Medicare and Medicaid Services, and other regulatory agencies.
- Reviews and evaluates areas of concern in the facility, reports findings, and provides suggested solutions to the Executive Director Psychiatric Center.
- Oversees data analysis and evaluation in support of risk management, utilization review, health information management, ongoing survey compliance, and other quality monitoring activities.
- Provides information and education to staff on performance improvement standards and expectations, including training design, data collection methods, and utilization of results; and communicates changes to regulatory standards and requirements to facility staff.
- Provides support during external regulatory and accrediting body surveys; designs survey tools, accompanies surveyors, provides requested data, and participates in corrective action planning and implementation.
- Performs the full range of supervisory duties over subordinate managers and staff in assigned areas.

Minimum Qualifications

Deputy Director Psychiatric Center 1

Administration

Non-Competitive: a bachelor's degree in hospital, health care, public, or business administration, or a closely related field; and seven years of administrative, consultative, or supervisory experience in the health services field, two years of which must have been managerial experience in one or more of the following areas functioning in support of clinical or treatment services: budget, fiscal, human resources management, diversity and inclusion, information systems management, or support services in a general hospital, community mental health center, health care facility, or a facility or agency providing services to individuals diagnosed with mental illness or developmental disabilities.

Substitution: a master's degree in one of the above fields may substitute for one year of the general experience described above.

Operations

Non-Competitive: a master's degree in a mental hygiene discipline, hospital administration, community mental health, business or public administration, or other administrative area specifically related to health care, behavioral, or social science; or a license to practice medicine in New York State or Canada; and six years of administrative, consultative, or supervisory experience in a mental health program, two years of which must have been managerial experience, including one or more of the following:

1. One year of experience in a position as administrative head of a multidisciplinary treatment team; or
2. One year of professional, supervisory, or administrative experience in the development, operation, and/or implementation of the mental health service delivery system for State facilities, counties, local, or private agencies in two or more of the following areas: program development, management procedures, community organization, resource planning, funding, program proposals, advisory boards, consumer and community advocacy, and intergovernmental relations.

Quality Management

Non-Competitive: a master's degree in a mental hygiene discipline, hospital or health administration, or other administrative area specifically related to health care, sociology, statistics, quantitative research; or a license to practice medicine in New York State or Canada; and six years of experience in a mental health program or health care setting, including one of the following:

1. Four years of managerial experience in one quality management component area, such as program evaluation, clinical risk management, standards compliance, survey readiness, utilization review, or a closely related area; or
2. Three years of managerial experience in two of the above quality management component areas; or
3. Two years of managerial experience in three of the above quality management component areas.

Deputy Director Psychiatric Center 2

Administration

Non-Competitive: a bachelor's degree in one of the fields identified above under Deputy Director Psychiatric Center – Administration and eight years of administrative, consultative, or supervisory experience in the health services field, three years of which must have been managerial experience in one or more of the areas functioning in support of clinical or treatment services identified above under Deputy Director Psychiatric Center 1 – Administration.

Substitution: a master's degree in one of the above fields may substitute for one year of the general experience described above.

Operations

Non-Competitive: a master's degree in one of fields identified above under Deputy Director Psychiatric Center 1 – Operations; or a license to practice medicine in New York State or Canada; and seven years of administrative, consultative, or supervisory experience in a mental health program, three years of which must have been managerial experience, including one or more of the following:

1. One year of experience in a position comparable to Clinical Chief of Service or Director of Mental Health Rehabilitation; or
2. Two years of experience in a position as administrative head of a multidisciplinary treatment team; or
3. Two years of professional, supervisory, or administrative experience in the development, operation, and/or implementation of the mental health service delivery system for State facilities, counties, local, or private agencies in three or more of the areas identified above under Deputy Director Psychiatric Center 1 – Operations.

Quality Management

Non-Competitive: a master's degree in one of the fields identified above for Deputy Director Psychiatric Center – Quality Management; or a license to practice medicine in New York State or Canada; and seven years of experience in a mental health program or health care setting, including one of the following:

1. Five years of managerial experience in one quality management component area, such as program evaluation, clinical risk management, standards compliance, survey readiness, utilization review, or a closely related area; or
2. Four years of managerial experience in two of the above quality management component areas; or
3. Three years of managerial experience in three of the above quality management component areas.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

Date: 9/2021

KAC