

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

Classification Standard

**Occ. Code 5238100**

<b>Mental Health Program Manager 1, M-4</b>	<b>5238100</b>
<b>Mental Health Program Manager 2, M-6</b>	<b>5238000</b>

Brief Description of Class Series

Mental Health Program Managers direct the development, implementation, management, and evaluation of statewide mental health programs. Incumbents function as executive level managers; participate in strategic planning, policy, and decision-making regarding mental health programs and services; develop and implement policy recommendations based on operational needs; and represent assigned programs on management committees affecting agency policy.

Positions are non-competitive and classified in the Office of Mental Health (OMH).

Distinguishing Characteristics

*Mental Health Program Manager 1:* director level; under the direction of a Mental Health Program Manager 2 or other higher-level executive, manages and supervises a statewide mental health program or bureau, including subordinate staff; or functions as a deputy director to a Mental Health Program Manager 2, Director Mental Health Field Office 1, or other higher-level executive.

*Mental Health Program Manager 2:* director level; under the direction of a higher-level executive, manages multiple statewide mental health programs and/or bureaus, including supervision of managerial and director level titles; or functions as a deputy director to a Director Mental Health Field Office 2 or other higher-level executive.

Related Classes

Mental Health Program Specialists perform a broad range of professional, administrative, and technical tasks in the development, licensing, oversight, and/or regulation of State operated and/or licensed, funded, or designated mental health programs for individuals with mental illness to foster the delivery of safe, high quality, and evidenced-based services.

## Illustrative Duties

### *Mental Health Program Manager 1*

Directs, manages, and oversees the operations of a statewide mental health program or bureau.

- Directs program planning, implementation, evaluation, and monitoring activities; provides recommendations to executive staff concerning program development, improvement, viability, and potential impacts on access to service delivery.
- Identifies strategic priorities, establishes objectives, and determines methods to review and evaluate programs; oversees and develops key performance indicators, monitors program performance, identifies opportunities for improvement, and makes recommendations to executive staff.
- Directs, manages, and oversees the development of policy implementation plans; interprets and provides feedback on policy to executive staff to ensure consistency and compliance with federal and State laws, rules, and regulations.
- Provides policy and program direction to OMH Central and Field Office staff, local government units, and other providers to build consensus and ensure that programs are consistent with the agency's mission and goals.
- Communicates directives and policy changes to providers and facility executive directors; assesses their needs to carry out implementation strategies; and oversees implementation.
- Maintains communication with and periodically visits programs throughout the State to ensure consistent interpretation and application of program policy.
- Prepares program legislation and regulatory proposals in conjunction with executive staff; and serves as interagency liaison on such proposals.
- Works with Central Office staff to develop resource allocation methodologies; manages the use of resources; and directs the preparation of annual budget requests.
- Represents OMH with federal and State agencies, community organizations, local government officials, providers, advocates, and stakeholders to promote agency programs and resolve service delivery issues.
- Implements policy decisions and works with other OMH directors to obtain necessary legislation, legal opinions, staff services, education programs, and information technology assistance for optimum operating efficiency.

- Oversees and coordinates the completion and submission of State and federal mandated reports, assessments, and analyses.
- Performs the full range of supervisory duties for subordinate staff; determines and oversees staff assignments; reviews, monitors, and evaluates staff performance; and identifies training needs and arranges for the provision of training.

May serve as a deputy director to a Mental Health Program Manager 2 and as the director in their absence.

*Mental Health Program Manager 2*

Performs the duties of a Mental Health Program Manager 1; and directs, manages, and oversees the operations of multiple statewide mental health programs and/or bureaus.

May serve as a deputy director to a higher-level executive and as the director in their absence.

Minimum Qualifications

*Mental Health Program Manager 1*

Non-Competitive: a bachelor's degree in a human services field, hospital, healthcare, public or business administration, or a related field; and seven years of clinical, administrative, and/or supervisory experience in a mental health, public health, healthcare, and/or managed care setting. Two years of this experience must have been at a managerial level in one or more of the following areas:

1. Policy development for a statewide public mental health program, public health, healthcare, and/or managed care program.
2. Quality control, quality assurance, or quality improvement in a mental health, public health, healthcare, and/or managed care program.
3. Program planning, design, implementation, or evaluation in a mental health, public health, healthcare, and/or managed care program.
4. As a county director of mental health.

*Mental Health Program Manager 2*

Non-Competitive: a bachelor's degree in a human services field, hospital, healthcare, public, or business administration, or a related field; and nine years of clinical,

administrative, and/or supervisory experience in a mental health, public health, healthcare, and/or managed care setting. Four years of this experience must have been at a managerial level in one or more of the areas described above for Mental Health Program Manager 1.

**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 qualifications for appointment or examination.

Date: 2/2026

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