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| <b>Job Title</b> | Assistant Site Coordination Manager |
| <b>PVN ID</b>    | HC-1709-002060                      |
| <b>Category</b>  | Instruction and Social Service      |
| <b>Location</b>  | HUNTER COLLEGE                      |

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|-----------------------|--------------------------------|
| <b>Department</b>     |                                |
| <b>Status</b>         | Full Time                      |
| <b>Salary</b>         | Depends on qualifications      |
| <b>Hour(s) a Week</b> | 35                             |
| <b>Closing Date</b>   | Nov 28, 2017 (Or Until Filled) |

## General Description

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The Mental Health Service Corps (MHSC) is seeking an experienced Assistant Site Coordination Manager to help oversee the network of MHSC-participating health care sites, which are an integral part of a groundbreaking initiative in public mental health in New York City.

The New York City Mental Health Service Corps (MHSC) is a key initiative of Thrive NYC: A Mental Health Roadmap for All— a comprehensive public health approach to mental health designed to promote and protect the wellbeing of all New Yorkers. The MHSC fills the too long neglected gaps in mental health and substance use services throughout NYC by creating a corps of approximately 350-400 mental health clinicians placed in high-need communities at health care settings throughout the five boroughs. Through best practices and a better design of care, the initiative will increase the diversity of behavioral health clinicians in the workforce and strengthen care where it is needed the most. MHSC focuses on deployment of early career clinicians to approximately 125 health care sites per year. Through a structured supervision system and task-shifting model, early career clinicians deployed at these sites are able to obtain advanced licensure through the MHSC and strengthen their own capacity to be able to provide sound behavioral health services in marginalized communities and populations.

The Assistant Site Coordination Manager will be involved in recruitment, monitoring, maintenance, training, relationship management for all health care sites including but not limited to primary care, behavioral health and substance use treatment sites. The ideal candidate must be a clear and enthusiastic communicator with strong health care knowledge, writing skills, experience in project management and with managing a team.

The proven ability to facilitate engagement with various stakeholders is required. MHSC is a city-funded program housed under Hunter College, CUNY and the Research Foundation of CUNY. MHSC staff are employees of the Research Foundation of CUNY.

## Other Duties

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## **Key Responsibilities:**

- Assist in managing all MHSC participating sites across the 5 boroughs of NYC in primary care, substance use and behavioral health
- Assist in the supervision a team of site coordinators which includes the monitoring and tracking reporting documentation, scheduling of site coordinators in the field, and staffing
- Oversee logistics of embedding corps members into their respective sites
- Coordinate responses to site concerns, including but not limited to troubleshooting, site level-engagement with leadership, technical assistance and mitigation planning to re-balance workforce resources
- Provide direct supervision to site coordinators
- Assist with recruitment, orientation, ongoing practice transformation, and monitoring of MHSC participating sites in conjunction with DOHMH and other stakeholders
- Strategize and recommend solutions for identified site issues
- Manage the process for tracking corps member's time and leave and placement assignment concerns
- Provide assistance and guidance to sites on human resources and performance issues
- Work collaboratively among interdisciplinary managers and site coordinators and support quality improvement initiatives
- Help to develop and utilize a wide range of tools to collect information, identify limitations and issues in current systems and processes, and recommend potential improvements to senior site coordinator manager
- Ensure that administrative and monitoring systems related to management of sites operate cohesively and efficiently
- Escalate all concerns of corps members to senior site coordinator manager
- Other duties as assigned

## **Qualifications**

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### **Qualification:**

- Master's degree in Social Work, Psychology, Mental Health Counseling, Public Health or Public Administration or equivalent
- 3 + years' experience in the administration of a Primary Care, Behavioral Health or other Social Service Program
- Experience in collaborating with Human Resources, Labor Relations and Performance Improvement
- Must have good time management skills, work effectively in a fast pace environment, work well under pressure, and the ability to multi-task
- Excellent organizational skills. Must be detailed-oriented, flexible, creative, discrete, professional, diligent
- Excellent computer skills a must (MS office suite)
- Ability to work both independently, in group settings and with multidisciplinary teams
- Excellent communication skills (interpersonal, written, oral)
- Experience in providing presentations to providers and staff
- Must be willing to travel to MHSC selected sites on an as need basis. (Majority of responsibilities at MHSC Headquarters)

**Preferred:**

- Extensive knowledge of city-wide community resources and mental health systems
- Knowledge of Collaborative Care and/or Mental Health Treatment
- Bi-lingual and able to communicate in English and native or equivalent fluency in another language including, but not limited to, Spanish, Mandarin Chinese, Thai, Cantonese, Russian, Japanese, Korean, German, Greek, Italian, French, French-Creole, Portuguese, Hebrew, Haitian-Creole, Arabic, Egyptian, Hindi, Bengali, Punjabi, Polish, Serbian, Serbo-Croatian, American Sign Language, etc.