



MH-INSTITUTIONAL DIRECTOR

Characteristics of Work

This is administrative work in which the incumbent serves as the chief administrative officer directly responsible for the overall operation of one of the state operated residential facilities serving mentally ill/mentally retarded persons. The authority for the establishment of the position is set forth in Section 41-4-7, Mississippi Code of 1972, as amended, and by the authority of the Board of the Department of Mental Health. The incumbent is given the necessary authority and held responsible for the overall administrative and programmatic operation of the facility assigned. The incumbent works under the administrative direction of the Executive Director or Chief of the Bureau of Mental Health of the Department of Mental Health and the policy directive of the Executive Director and Board of Mental Health. The incumbent carries out the responsibilities of the operation of the facility through Division Directors, Department Directors, professional and other subordinate personnel organizationally assigned to the facility.

Examples of Work

Examples of work performed in this classification include, but are not limited to, the following:

Oversees the development, accountability and operation of the budget for the facility.

Directs the organization, recruitment, and training of all staff to provide services for the persons admitted for community and institutional services provided by the facility.

Oversees the development, interpretation and enforcement of the rules, regulations, policies and procedures necessary for the successful operation of the facility in the delivery of services to the residents.

Represents the interest of the facility and the Department of Mental Health with state officials, civic organizations and the general public.

Assesses the needs of the facility and organizes those needs within the priority of the Board of Mental Health.

Performs related or similar duties as required or assigned.

Essential Functions

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Performs administrative operations to ensure efficiency of facility.
2. Recruits and trains staff.
3. Serves as public relations representative.

Essential Competencies

The following underlying competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Specific behaviors may be identified and included later by the hiring agency. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

General Public Sector Competencies

Integrity and Honesty: Models and demonstrates high standards of integrity, trust, openness and respect for others. Demonstrates a sense of responsibility and commitment to the public trust through statements and actions. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Conscientiously abides by the rules, regulations and procedures governing work. Exhibits a strong work ethic by being productive, diligent, conscientious, timely, and loyal.

Service Orientation: Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers. Demonstrates a commitment to quality public service through statements and actions.

Accountability: Is productive and carries fair share of the workload. Accepts responsibility for actions and results. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards and mistakes. Has knowledge of how to perform one's job.

Self Management Skills: Maintains a positive attitude. Effectively manages emotions and impulses and appropriate balance between personal life and work. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches, shows flexibility to complete job within defined parameters. Is able to lead and follow. Avoids conflicts of interest. Promotes cooperation and teamwork. Continuously evaluates and adapts, copes effectively with change. Allows self and others to make mistakes and learns from those mistakes. Adheres to high ethical standards. Involved in professional organizations.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy and concern; develops and maintains relationships. Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and resolve conflict situations. Expresses facts and ideas both verbally and in writing in a clear, convincing and organized manner, helping others translate vision into action. Models appropriate behavior. Recognizes and develops potential in others, leads others to life-long learning by example.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations. Provides thorough and accurate information. Asks questions for clarification and to insure understanding. Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations.

Self-Development: Is knowledgeable about the task. Remains open to change and new information and ideas; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Technical Competencies

Governmental collaboration: Understands the role of the agency in the policy making arena including the state legislature, national Congress and other governmental agencies. Is responsive to requests for assistance with the agency, its policies and procedures, and services.

Budgeting and Accounting: Has working knowledge on how to utilize accounting procedures.

Bureau of buildings, grounds and real property management/specific facilities management: Has working knowledge of how to utilize this process to manage new construction, the repair and renovation of buildings, and all other aspects that fall under facility management.

State Personnel Board Process: Has working knowledge of how to utilize SPB procedures.

Mentoring and Training: Mentors subordinate staff to develop in the following areas: governmental operations, budgeting, human resources, and collaboration with state agencies and officials.

Agency collaboration: Has general working knowledge of the interrelationship of state level regulatory agencies: Auditors (audits), State Treasurer (establishment of bank accounts), Secretary of State (Administrative Procedures Act), Attorney General (AG Opinions, legal representation), Department of Finance and Administration (warrants and payroll).

Management Competencies

Emotional Maturity: Conducts oneself in a professional, consistent manner when representing the organization. Exhibits the ability to work through challenges and create opportunities. Has the ability to work through adversity and hold self and others accountable for work actions. Takes risks appropriate to ones level of responsibility. Acts as a settling influence in a crisis. Emulates proven leaders.

Macro Oriented: Communicates organizational vision and understands effects of decisions on the organization and on other organizations as well as how external factors impact the organization. Exercises good judgement, makes sound, well informed decisions. Acts as a change agent by initiating and supporting change within the agency. Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise.

Working Through Others: Support, motivates and is an advocate for staff. Recognizes and appreciates diversity. Creates synergistic teams using strengths of all team members. Delegates effectively, sharing both responsibility and accountability; empowers employees and trusts others to perform without micro-managing. Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others.

Results Oriented: Identifies, analyzes, and solves problems. Plans effectively to achieve or exceed goals, sets and meets deadlines. Develops standards of performance and knows what and how to measure. Uses change management skills to bridge the gap between current and desired performance. Pushes self and others for results.

Resource Management: Demonstrates ability to plan, prioritized and organize. Acquires and effectively and efficiently administers and allocates human, financial, material and information resources. Works

to development and implement strategic planning for the agency. Assesses current and future staffing needs based on organizational goals and budget realities. Recruits, develops and retains a diverse workforce.

Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Field of Vision: Ability to observe an area up or down, left or right while eyes are fixed on a given point.

Depth Perception: Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

Accommodation: Ability to adjust focus.

Speaking/Hearing: Ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

Experience/Educational Requirements:

Education:

A Doctoral Degree from an accredited four-year college or university in public or business administration, hospital or health care administration, education, psychology or a related field,

AND

Experience:

Five (5) years of administrative experience in a residential facility for the mentally ill or mentally retarded;

OR

Education:

A Master's Degree from an accredited four year college or university in public or business administration, hospital or health care administration, education, psychology or a related field,

AND

Experience:

Six (6) years of administrative or professional experience, three (3) of which must have been administrative experience in a residential facility for the mentally ill or mentally retarded.

Licensure, Certification, and/or Registration Requirements

Licensed Mental Retardation/Mental Health Administrator

AND

Licensed Nursing Home Administrator

OR

Certified Mental Retardation/Mental Health Therapist

Interview Requirements

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.