



Job Title: Division Director
Department: Southwest Texas Crisis Collaborative (STCC)
Reports To: Chief of Staff / Chief of Operations/ Executive Director
FLSA Status: Non-exempt / Full time
Salary Range: \$95,000 - \$135,000 annually
Prepared By: Chief of Staff
Approved By: Executive Director
Last Modified: 31-Aug-22

Division Director of STCC

Background

The South Texas Crisis Collaborative is a multi-disciplinary, multi-organizational collaborative addressing the crisis behavioral health patient. Local city/county government, health systems, philanthropy and mental health facilities and authorities have worked together since 2016 to construct over 20 projects to address crisis mental health challenges. Each sponsoring entity provides funding toward the \$17 million-dollar annual budget to fill gaps in the crisis mental health system. This collaborative is a national model and is regularly shown as an example of best practices by nationally acclaimed experts in this field.

STRAC is charged by the State of Texas to develop, implement, and maintain the regional emergency healthcare system and has a solid reputation as a trusted organization with expertise in facilitating multi-organizational, multi-disciplinary stakeholders. Over more than 20 years, STRAC has developed a proven track record convening senior healthcare leader, physicians, surgeons, nurses, public safety chiefs and other stakeholders to provide regional trauma, stroke, cardiac, disaster and now crisis mental health services.

Key Responsibilities

The Division Director will supervise staff and systems and be accountable for nurturing the efficiency and effectiveness of both, providing high-level strategic thinking and facilitation of the effort. Key responsibilities include:

- Develop systems to share organizational decisions with STCC Steering Committee and staff members; and
- Maintain understanding of system and implementation challenges while developing comprehensive solutions to address them;
- Provides direction and support to partner organizations in aligning their work to shared goals and project objectives (e.g., identifying opportunities for program work to support specific goals); and
- Ensure effective facilitation of all Work Group and Steering Committee meetings, and provide regular reports on group progress against goals, objectives and indicators; and
- Provides regular reports on progress against goals, objectives and indicators;
- Builds and maintains relationships with members of the Steering Committee, Work Group members; and working with implementation and transition teams to establish the policies and procedures of the STCC and its programs; and
- Updating outreach strategy as new needs emerge;
- Developing relationships with a variety of community stakeholders, community leaders, and voices from diverse populations to seek advice, build trust, seek participation, and build commitment from a broad cross section of the Bexar County community; and
- Oversee the development of a regional set of strategies that will drive transformative change in the region.

- Oversee the development and implementation of a shared measurement system that will track common outcomes and indicators across the initiative and use results to inform learning and continuous improvement and to communicate them across the Collaborative; and
- Overseeing daily operations and establishing and maintaining appropriate systems for measuring necessary aspects of operational, contractual and budget management.
- Monitoring and reporting on operational issues, opportunities, and achievements within agreed formats and timelines; and
- Coordinating indicator refinement & yearly summary reports to Work Groups and Steering Committee; ensuring all partners are aware of targets and indicators.
- Creating or managing creation of yearly summary reports for Steering Committee and external audiences; and
- *Perform other related duties as assigned.*

Qualifications

Education: Master's degree from an accredited university in one of the following areas: Counseling, Healthcare Administration, Social Work or another related Human Services field.

Licensure: LCSW or LPC is preferred.

Experience

Required: Minimum of 5 years of clinical experience and 2 years of supervisory experience required. Preferred: Industry experience working for or with Local Mental Health Authority. Experience leading collaborative projects or efforts across multiple stakeholder groups

WORK HOURS: Monday through Friday 8 am to 5 pm (some weekends and evenings possible)

We Can Offer You (Benefits)

- Challenging and rewarding work environment
- Competitive Compensation & Generous Paid Time Off
- Excellent Medical, Dental, Vision and Prescription Drug Plans
- 401(K) with organization match

Competencies

- Problem Solving - Identifies and resolves problems efficiently; Gathers and analyzes information; Develops solutions; Uses reason. Able to function efficiently under pressure.
- Oral Communication - Speaks clearly and persuasively; Listens and gets clarification when necessary; Responds informatively to questions.
- Written Communication - Writes clearly and concisely; Edits work; Varies writing style to meet specific needs; Presents data effectively; Able to read and interpret written information.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives.

- Professionalism - Approaches others in a polite and tactful manner; Maintains composure and reacts well under pressure; Treats others with respect and consideration; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with occasional change, delays, or unexpected events.

Code of Conduct:

Employee follows the STRAC Code of Conduct, which are rules to guide us in our work to assure the highest standards of business ethics and compliance as follows:

1. **Legal Compliance:** comply with federal/state laws
2. **Business Ethics:** accurately & honestly represent the Organization and not defraud anyone of money, property or service.
3. **Confidentiality:** protect confidential information
4. **Conflict of Interest:** do not use position to profit personally
5. **Business Relationships:** business transactions are free from offers or solicitation of gifts/favors
6. **Protection of Assets:** preserve assets by using resources prudently and effectively
7. **Patient Rights:** respect and support patient rights to privacy & treatment