

## Catholic Charities of Santa Clara County Senior Director, Behavioral Health Equity & Access

*In this newly created position, the Senior Director will help to facilitate the work of behavioral health service providers and actively pursue and manage new program opportunities to ensure increased equity and access to health services in the community.*

### **BACKGROUND**

[Catholic Charities of Santa Clara County](#) (CCSCC) helps people of all cultures and beliefs rise up out of poverty and overcome barriers to self-sufficiency and wellness. For over 43 years, the agency has provided a wide range of services that help people to change their lives. CCSCC annually serves over 86,000 individuals at 90+ locations.

In Santa Clara County, there are more than 300,000 individuals living in poverty, and CCSCC's strategic plan is to target innovations to disrupt poverty and transform how it serves and supports its clients on their individual journeys. Through **Footsteps**, a family-centered community change initiative, the agency ties together existing services and programs to create an integrated service model, a "seamless welcome" and a robust referral service capability. This model will more holistically support the evolving needs of families in the community and allow CCSCC to respond on a family-by-family basis. Internally this approach will create a more cohesive, less fragmented client service and foster greater teamwork and deeper connection to the agency.

Catholic Charities of Santa Clara County has an annual operating budget of over \$50M. The current budget of the Behavioral Health division is \$5M; however, CCSCC has ambitions to radically grow these programs to meet community need. The Senior Director, Behavioral Health Equity & Access (BHEA) reports to the Chief Program & Strategy Officer and will oversee between 5-15 staff and volunteers.

### **BASIC FUNCTION**

As a strong partner to the Sr. Director of Clinical Services, the Sr. Director BHEA helps to manage Catholic Charities' CARF-accredited behavioral health services to children, youth, families, adults and older adults. The Sr. Directors will work collaboratively to expand the work of behavioral specialists, social workers, therapists, promotoras, service guides, and case managers to ensure diverse low-income individuals have access to behavioral health and wellness services.

The Sr. Director BHEA will play a lead role in identifying new service opportunities and will develop and oversee new health-related programs to align with the integrated service model focused on the social determinants of health. Examples of existing and proposed initiatives include current drop-in behavioral health services, an upcoming mobile medical clinic, proposed Medi-Cal funded community support and enhanced case management, proposed services for permanent supportive housing, connecting with the Diocesan volunteer-based Mental Health Ministries, and internal collaborations with community-based healing circles and trauma-informed peer accompaniment teams.

## PROGRAM LEADERSHIP & DESIGN

- Fully internalize CCSCC's long-range plan and progress made toward goals; provide effective leadership of behavioral health programs based on mission and priorities as defined in the Long-Range Plan; leverage the talents of the team and create a culture of shared information, good communication, learning and improvement, and accountability.
- Continue agency-wide integration of Behavioral Health and trauma-informed care work across all departments, resource development and supportive services in partnership with Charities Housing, support of healing circles, peer support and group services with a focus on developing volunteers and other community resources for health equity including but not limited to mobile medical unit community markets and interactions with schools and parish support systems.
- Create a nimble, responsive and entrepreneurial culture that encourages the identification of gaps in service or new program offerings that increase access and equity; proactively develop relationships with school districts where CCSCC can provide services.
- Foster a learning environment so CCSCC is optimally positioned to expand and deliver wraparound services. This may include trauma-informed care, seamless welcome, family-centered access to all behavioral health services, peer groups, mobile medical and integrated services, etc.
- Lead strategic and resource planning and evaluation efforts for new behavioral health and health equity services.
- Develop and maintain collaborative and professional relationships with funding agencies and service delivery partners, public agencies and community groups; represent CCSCC on issues related to behavioral health, wellness and related health equity needs of the community; engage in convening and policy advocacy on behalf of the agency's clients and services.

## MANAGEMENT & ADMINISTRATION

- Recruit, train, supervise and develop leadership and support staff in accordance with CCSCC human resource policies and procedures; create and sustain a positive team culture in the division, including quick and constructive resolution of staff conflicts.
- Foster an environment that motivates and inspires staff to work collaboratively toward goals; establish annual program, department and staff goals and objectives; track results against these goals as well as accountability protocols; provide guidance to proactively troubleshoot program performance.
- Determine staffing plans and deploy resources efficiently and effectively; work with staff to balance workload and effort; provide regular feedback so staff can continuously learn; implement annual professional development plans to build team skills and confidence.
- Oversee grants and contracts to ensure timely completion of promised deliverables and communication with funders; design and adapt service delivery methods to meet regulatory, contractual obligations and client needs.
- In collaboration with the compliance and quality assurance departments, manage

programs and staff to create a constructive culture that assures that CCSCC staff can meet contract requirements.

- Manage budget for services and programs related to trauma-informed care as agreed with supervisor; manage the financials related to Behavioral Health and health access services (i.e. mobile medical unit, etc.); consult closely with the Fiscal Department on monthly revenues and expenses to ensure budget is maintained and breaks even.

### **IDEAL EXPERIENCE**

The Sr. Director, Behavioral Health Access & Equity will be committed to the vision, mission and values of Catholic Charities and be one with outstanding human qualities. An understanding of the dynamics of poverty, safety net work and race equity is preferred. Candidates should possess a combination of the following experience and characteristics:

- At least eight years of successful, progressively responsible experience in a social service or mental health organization; health access and supportive services in housing and experience managing providers serving multi-ethnic, urban populations.
- Demonstrated record of effective people, program, budget, project, compliance and contract management in a large-scale government, nonprofit, social enterprise, corporate or hybrid organization focused on health and human services.
- Firm understanding of service contracts (including government-based contracts) and a successful track record of meeting contract deliverables.
- Strong knowledge of federal, state, county and other public funder systems and processes (e.g. Trauma-Informed, Health and Wellness, Children, Family and Older Adult Services access).
- Comfortable working in multidisciplinary and multiethnic settings, integrating and adapting services to meet the needs of the whole person and whole family.
- An entrepreneurial mindset; leans towards “yes” with the ability to identify creative solutions.
- A good listener and strategist; comfortable receiving input from many sources, and able to analyze and formulate disparate information into sound, well-organized plans.
- Direct yet tactful; respectful of others’ concerns; someone with the flexibility and creativity to find alternative ways to reach objectives when barriers arise; a skilled negotiator who seeks and nurtures win-win situations.
- A team builder – confident and competent, with strong skills in management and leadership; one who understands the subtleties of motivating and directing a team with different work styles.
- A “servant leader” who practices exemplary leadership skills; emotionally mature and even keeled.
- A hard worker with a high energy level; a “doer” willing to work hands-on in developing and executing a variety of activities.
- Outstanding oral and written communication skills.

- A valid driver's license.
- Master's degree in counseling, psychology, social work or a related field.

*The compensation range for this position is \$150,000 – \$170,000. Catholic Charities of Santa Clara County offers a generous benefit package including retirement, health insurance, holidays, personal time, tuition reimbursement for job-related continuing education, and a very flexible hybrid work arrangement.*

*Catholic Charities is a non-profit, non-discriminatory service organization and employer. They do not discriminate on the basis of race, color, national origin, religion, sex, age, sexual orientation or disability. Persons seeking employment are entitled to freedom from harassment and retaliation and to reasonable accommodation for qualified disabilities.*

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