

**JOB TITLE:** Chief of Behavioral Health Services  
**DEPARTMENT:** Clinical Services  
**TYPE:** Full-time Exempt  
**LOCATION:** Tucson, AZ  
**REPORTS TO:** President & Chief Executive Officer

### **ABOUT JFCS**

Jewish Family & Children's Services of Southern Arizona (JFCS) is a nonprofit, non-sectarian behavioral health agency that provides specialized therapy, counseling, and social services to the greater Tucson community. For over 80 years, JFCS has helped thousands of children, families, adults and seniors regardless of religion, race, ethnicity, gender, age or ability to pay.

### **POSITION SUMMARY**

Responsible for the development, implementation and evaluation of behavioral health services provided to clients. Works with individuals and teams to create a harmonious environment. Mediates differences between parties through the use of effective listening and communication skills. Act as a positive and professional ambassador for the agency both internally and in the greater community.

### **ESSENTIAL RESPONSIBILITIES**

- Oversees all aspects of behavioral health services
- Provides leadership in the development, implementation, and evaluation of all aspects of clinical program operations
- Creates and delivers professional development to clinical and non-clinical staff
- Supervises and directs program supervisors, senior therapists, therapists, and other non-clinical staff to ensure client outcomes are achieved and standards are met; ensures contract compliance within assigned program areas, consistent with agency and funding source requirements
- Participates in review of agency policies and procedures and monitors staff compliance with agency policies and procedures
- Prepares and submits timely and accurate reports and other documents related to program services for the purpose of monitoring assigned program activities and functions
- Ensures quality management, data validation, and utilization management/review requirements are met consistent with agency and funding source expectations
- Prepares for and responds to audits
- Recommends budget for department staff, staff development, and staff resources to ensure adequate funding for delivery of behavioral health services. Oversees and authorizes behavioral health services expenditures. Monitors expense budget reports and recommends adjustments as necessary
- Collaborates with other agency leadership to receive input and communicate information relevant to program and agency operations

- Collaborates with all other JFCS departments to integrate cross-program activities
- Coordinates services with other behavioral health agencies, service organizations, and other community resources in order to inform practice, assist in collaborations, and provide consultation on services
- Participates in the development of proposals to a variety of potential funding sources
- Participates in the development and implementation of new services based on community need and consistent with the organization's mission
- Delivers community presentations regarding agency services and represents the agency at meetings and professional or community functions
- Performs other related duties in accordance with agency growth and changes

### **WORK HOURS, SCHEDULE & FLEXIBILITY**

This position often works week-days, however there may be some evening or weekend events that will require your attendance in order to best represent the Agency. Some flexibility in scheduling exists, as long as agency needs are being adequately addressed.

### **COMMUNICATION AND INTERFACE**

- Engage in respectful and ongoing communication and problem solving with others
- Act as a positive and professional ambassador for the agency both internally and in the greater community
- Successfully engage, coordinate, and motivate agency staff to achieve program or project goals
- Ability to face adversity, unpopular stands, or engage in tough debates when necessary
- Excellent written and oral communication skills

### **PROBLEM SOLVING AND JUDGEMENT**

- Follow established procedures while being creative and taking initiative
- Take all practical steps to ensure a work environment that is safe, friendly, helpful, and free from harassment or bullying
- Must be able to handle all facets of the business both standard and non-standard situations

### **SUPERVISION**

- Directly responsible for supervision of clinical supervisors, administrative assistant, Tucson Hebrew Academy school counselor, and special projects staff
- Set performance standards and monitor such performance
- Document potential concerns involving performance, discrimination, and/or harassment
- Implement performance improvement plans and corrective action when appropriate
- As part of the annual performance evaluation process, timely evaluate the results of each subordinate with written assessments, based upon established goals and responsibilities

### **REQUIREMENTS**

- Master's degree in social work, psychology or related field plus ten years of experience to include clinical supervision
- Positive attitude, proactive mentality, responsive, and strong work ethic
- Proven management and leadership skills
- Must have effective verbal and written communication skills including presentations to small and large groups of internal and external customers
- Demonstrates knowledge of state licensure and other regulatory standards

- Demonstrates knowledge and understanding of programs and services, as well as program development

*Employee must perform approximately 80% of essential responsibilities to qualify for classification in this position. Reasonable accommodations will be made to enable a qualified individual with disabilities to perform the essential responsibilities of the position.*

The Jewish Family and Children's Services of Southern Arizona may need to revise or change the essential and supplemental responsibilities of the position as the need arises. This job description does not constitute a written or implied contract of employment.

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Signature of Employee

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Date Signed

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Signature of Manager or Supervisor

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Date Signed