

Hanover County Government  
Community Services Board  
Program Coordinator II – Crisis and Urgent Care Services  
Salary: \$76,590.00 - \$90,000.00

**HCCSB is seeking a Program Coordinator II for the Crisis & Urgent Care Services Team. If you're looking for meaningful work in a smaller, close-knit community with a manageable workflow and pace, this could be the job for you. In this role, you will directly supervise two clinical supervisors who will help lead the integrated Same Day Access and Emergency Services teams. The Same Day Access team provides screening and initial assessment to individuals requesting CSB services. The Crisis team provides crisis services to individuals in Hanover County experiencing mental health or substance use disorder emergencies 24 hours a day. Hanover County CSB provides trauma-informed, recovery-oriented, and equity-oriented services in mental health, substance use disorders, and developmental disabilities. Is this the next step in your career? Apply today!**

**Join a team committed to promoting safety, respect, trust, and a sense of belonging with each other and the individuals we serve.**

Click here to learn more about our team and the community we serve!  
<https://youtu.be/xtB95I4Xhvw>

**General Description:** This is a professional position. The incumbent performs complex tasks to provide direct clinical, mental health and/or substance use disorder services to residents of Hanover County, to include crisis services. These services may be provided in a variety of settings to include an outpatient clinic, in the client's home or in the community.

The incumbent performs complex tasks in managing a division of mental health, substance use disorder, crisis services and behavioral health and wellness services.

**Organization:** The Program Coordinator II reports to the Division Director – Behavioral Health & Wellness and supervises Clinical Supervisors and/or Clinicians.

**Essential Functions:**

- Supervises employees, performing related human resources functions and completing necessary paperwork.
- Provides clinical supervision, including an evaluation of training opportunities and needs.
- Plans, implements, manages, and evaluates clinical or prevention programs.
- Coordinates planning and service provision with other agency divisions or other agencies.
- Leads or participates in special projects.
- Conducts staff meetings and case staffings.
- Interacts with and develops positive relationships with other community organizations or agencies.
- Monitors programs and clinical records for compliance with regulatory standards.
- Identifies and seeks resources for program development, tracks and reports expenditures.
- Provides consultation and education for other agencies and community groups.
- Compiles data, maintains records and submits reports as requested.
- May manage an agency facility.
- Performs related work as assigned.
- May work outside of regular business hours

**Working Conditions:**

- A. Hazards
  - May interact with challenging family situations.
- B. Environment
  - Office
  - Field
- C. Physical Effort
  - Minimal
- D. Exempt

**Knowledge, Skills and Abilities:** Requires a knowledge of and skills in human behavior change strategies and techniques, crisis intervention theory and techniques, DSM assessment and diagnosis, various mental health

treatment modalities/ethical issues in MH/SA service delivery, clinical supervision/personnel management, Medicaid and licensure regulations, reimbursement, identification and management of program goals, monitoring of service delivery and/or prevention programming. Must be able to communicate effectively, both orally and in writing. Ability to work effectively as a leader while managing multiple goals and processes, required. Must be able to establish and maintain effective working relationships with clients, families, staff, Board members, and community groups. Computer literacy, preferred.

**Education, Experience and Training:** Master's degree in related field required with at least four (4) years of experience in mental health, substance abuse or related prevention services, including two years of supervisory experience. Regarding clinical programs – Professional license issued by the State of Virginia as LCSW (Licensed Clinical Social Worker) or LPC (Licensed Professional Counselor), required. Regarding prevention programs – State of Virginia-Certified Prevention Professional, required. Any equivalent combination of education, experience and/or training sufficient to demonstrate the knowledge, skills and abilities is acceptable.

**Special Conditions:**

- Criminal Records Check, including fingerprinting
- Valid Commonwealth of Virginia Driver's License
- TB test (within 30 days of employment)
- CPS (Child Protective Services) Check
- Twelve-month probationary period
- Staff who work in the crisis division and/or support crisis response will work weekends, overnights, holidays, and inclement weather on a rotating basis. These staff are deemed essential personnel, with the responsibilities outlined in the Hanover County Human Resources Policy Manual.

For more information and to apply, please visit [www.hanovercountyjobs.com](http://www.hanovercountyjobs.com)