

Position: Director of Crisis Services

POSITION SUMMARY

The Director of Crisis Services provides strategic, clinical, and operational leadership for a comprehensive crisis continuum of care, including Mobile Crisis Response, 988 crisis system integration, and Certified Community Behavioral Health Center (CCBHC) programs. This role ensures the delivery of timely, high-quality, trauma-informed crisis services that reduce unnecessary emergency department utilization, support community safety, and promote recovery-oriented outcomes.

The Director is responsible for program development, regulatory compliance, staff supervision, interagency coordination, data-driven quality improvement, and sustainability of crisis services across the organization's service area.

POSITION RESPONSIBILITIES

Program Leadership & Operations

- Provide overall leadership and oversight of mobile crisis response teams, crisis stabilization services, and related crisis care programs.
- Ensure 24/7 crisis service readiness consistent with state, federal, and CCBHC requirements.
- Develop, implement, and continuously improve crisis workflows, policies, and protocols aligned with best practices and evidence-based models.

CCBHC Oversight

- Lead CCBHC crisis service requirements, including scope of services, staffing models, performance measures, and reporting.
- Ensure compliance with SAMHSA, CMS, state Medicaid, and grant requirements related to CCBHC designation.
- Collaborate with finance and compliance teams to support cost reporting, prospective payment system (PPS) requirements, and audits.

Clinical Quality & Risk Management

- Promote trauma-informed, culturally responsive, and person-centered crisis care.
- Oversee clinical supervision, training, and competency development for crisis staff.
- Monitor clinical outcomes, sentinel events, and risk indicators; implement corrective actions as needed.

Community & System Coordination

- Serve as the primary liaison with law enforcement, EMS, hospitals, emergency departments, courts, schools, and community partners.
- Support crisis diversion initiatives, including co-response models and alternatives to incarceration or hospitalization.

- Represent the organization in regional crisis planning efforts and stakeholder meetings.

Staff Leadership & Workforce Development

- Recruit, retain, and support a multidisciplinary crisis workforce.
- Foster a culture of accountability, wellness, and professional growth.
- Address staff safety, burnout prevention, and secondary trauma mitigation.

Data, Outcomes & Continuous Improvement

- Use data and performance metrics to evaluate program effectiveness and guide improvements.
- Ensure accurate documentation, reporting, and data submission related to crisis services and CCBHC metrics.
- Lead quality improvement initiatives tied to access, response times, engagement, and outcomes.

Compliance Provision

- This position requires compliance with Hidalgo Medical Services written standards, including its Compliance Program and Standards of Conduct and policies and procedures. Such compliance will be an element considered as part of the regular performance evaluation.
- Failure to comply with Hidalgo Medical Services Written Standards, which may include the failure to report any conduct or event that potentially violates legal or compliance requirements or Hidalgo Medical Services Written Standards, will be met by the enforcement of disciplinary action, up to and including possible termination of employment, in accordance with Hidalgo Medical Services Compliance Program Policy and Procedure.

Minimum Qualifications

- Graduate of an accredited counseling related Graduate Degree program (Counseling or Clinical Psychology; School Counseling; Social Work; Marriage and Family Therapy, etc.)
- Must have and maintain Independent Licensure such as LPCC, LISW, LMFT, PhD., PsyD. Additionally Licensed as Alcohol/Drug Abuse Counselor (LADAC) preferred.
- Demonstrated interest in rural and community health
- Commitment to the highest ethical standards of the profession
- Must be computer literate in order to effectively maintain compliance with licensing and certification standards and requirements for use of computerized client assessments, data systems, etc.
- Must have and maintain current, valid NM Driver's License. Must also have and maintain clean driving record, as well as auto insurance.
- Must have one-year supervisory experience.

Preferred Qualifications

- Fluency, both verbal and written, in both English and Spanish.
- Familiarity with the array of health and social service providers in the HMS Service Area.

Skills and Abilities (Mental and physical)

- Mentor staff by being a role model in behavior and integrity, and emphasizing a teamwork mentality.
- Excellent communications skills, both written and verbal.
- Computer experience, knowledge of or demonstrated ability to learn Microsoft office products and electronic medical records.
- Ability to solve unexpected problems as they arise while considering liability, precedence, programmatic implications and other possible future impacts on the program, services or organization.
- Mentor staff by being a role model in behavior and integrity, and emphasizing a teamwork mentality.

Why Join Us?

- Opportunity to lead and shape a vital community crisis response system
- Mission-driven organization focused on access, equity, and community impact
- Collaborative leadership environment
- Competitive compensation and comprehensive benefits

TO APPLY:

Visit www.hmsnm.org

Applications may be dropped off or mailed:
1105 N. Pope Street, Building C, Silver City, NM 88061
or
530 De Moss Street, Lordsburg, NM 88045

For more information call 575-247-6036