

Position: Director of Specialty Programs & Crisis Services

POSITION SUMMARY

The Director of Specialty Programs & Crisis Services provides strategic, clinical, operational, and administrative leadership for HMS specialty behavioral health and crisis services, including Comprehensive Community Support Services (CCSS), Psychosocial Rehabilitation (PSR), Mobile Crisis Response, Crisis Stabilization Services, 988 Crisis Lifeline integration, and Certified Community Behavioral Health Clinic (CCBHC)-related crisis services. The Director is responsible for ensuring high-quality, trauma-informed, recovery-oriented, culturally responsive, and Medicaid-compliant care throughout the HMS service area.

This position oversees program development, regulatory compliance, staffing, supervision, quality improvement, financial stewardship, community partnerships, workforce development, service access, continuity of care, and strategic planning. The Director serves as a key member of the Behavioral Health leadership team and plays a critical role in supporting HMS's mission of improving the health and well-being of the communities it serves.

ESSENTIAL DUTIES & RESPONSIBILITIES

Program Leadership & Operations

- Provide overall strategic and operational leadership for CCSS, PSR, Mobile Crisis Response, Crisis Stabilization Services, 988 integration activities, and all specialty behavioral health programs.
- Ensure programs operate consistently with HMS mission, strategic initiatives, organizational values, and regulatory requirements.
- Develop and implement annual program goals, objectives, strategic initiatives, and performance plans.
- Monitor program performance and ensure service delivery meets established quality and operational standards.
- Ensure specialty and crisis services are responsive to evolving community and patient needs.
- Develop new services and expand programs based on community needs assessments and behavioral health trends.
- Oversee staffing plans, resource allocation, scheduling structures, workflow development, and service capacity management.
- Ensure twenty-four-hour crisis response readiness and operational preparedness where required.

Clinical Leadership & Administrative Oversight

- Provide administrative and clinical leadership to program managers, supervisors, licensed clinicians, community support workers, and crisis staff.
- Maintain supervision structures consistent with New Mexico licensing regulations and HMS standards..
- Ensure implementation of evidence-based, trauma-informed, recovery-oriented practices..

- Support staff professional growth through coaching, mentorship, and continuing education opportunities..
- Conduct performance evaluations and performance improvement plans when necessary..
- Ensure all clinical services are delivered in accordance with professional ethics and standards of care..

Crisis Services & CCBHC Oversight

- Direct all Mobile Crisis Response operations and crisis stabilization activities.
- Lead implementation and integration of the 988 Crisis Lifeline and associated crisis response systems.
- Ensure compliance with CCBHC crisis service standards, staffing requirements, performance measures, and reporting requirements.
- Collaborate with state agencies, managed care organizations, and community partners to strengthen crisis systems of care.
- Develop crisis diversion initiatives that reduce unnecessary emergency department utilization and psychiatric hospitalization.
- Monitor crisis service outcomes, response times, engagement metrics, and service effectiveness.

Access, Scheduling & Continuity of Care

- Monitor access to care across specialty behavioral health and crisis programs.
- Ensure timely patient access and reduction of service delays.
- Evaluate staffing patterns and caseloads to maximize service availability.
- Coordinate continuity of care plans during staffing transitions, vacancies, and leaves of absence.
- Ensure efficient transitions between levels of care, providers, and service programs

Compliance, Quality Improvement & Risk Management

- Ensure compliance with all applicable federal, state, Medicaid, SAMHSA, CMS, MCO, and CCBHC regulations and standards..
- Monitor documentation timeliness, clinical quality measures, productivity requirements, utilization metrics, and regulatory indicators..
- Oversee audit preparation and corrective action planning..
- Lead continuous quality improvement initiatives focused on access, engagement, outcomes, and patient satisfaction..
- Review incidents, sentinel events, grievances, and risk reports and ensure appropriate follow-up actions..
- Implement organizational strategies designed to reduce risk and improve patient safety..

Financial & Program Management

- Collaborate with organizational leadership regarding annual budgets and program financial performance.
- Monitor staffing expenses, program productivity, and resource utilization.

- Participate in grant development, implementation, reporting, and monitoring activities.
- Support sustainability initiatives and revenue optimization efforts.
- Assist with forecasting program growth and future resource needs.

Community Collaboration & System Coordination

- Serve as HMS liaison to hospitals, emergency departments, schools, law enforcement agencies, EMS, managed care organizations, courts, and community stakeholders..
- Represent HMS in regional behavioral health and crisis planning meetings..
- Develop collaborative relationships that improve care coordination throughout the region..
- Support the development of community-based alternatives to hospitalization and incarceration..

Workforce Development & Culture

- Recruit, interview, hire, onboard, supervise, and retain highly qualified staff..
- Promote employee engagement and organizational accountability..
- Foster a culture of teamwork, innovation, transparency, professionalism, and respect..
- Address workforce wellness, burnout prevention, and secondary trauma concerns..
- Support succession planning and leadership development initiatives.

Data, Outcomes & Reporting

- Analyze operational, financial, quality, and clinical outcomes data.
- Develop reports for executive leadership, boards, funders, and regulatory agencies.
- Monitor key performance indicators and service outcomes.
- Utilize data to guide service delivery improvements and strategic planning efforts.

Minimum Qualifications

- Master's Degree in Social Work, Counseling, Clinical Psychology, Marriage and Family Therapy, or related behavioral health field.
- Current independently licensed behavioral health professional in New Mexico (LCSW/LISW, LPCC, LMFT, LPAT, PsyD, PhD, or equivalent).
- Behavioral Health Supervisory Certification or ability to obtain within required timeframes.
- Minimum three (3) years post-graduate behavioral health experience.
- Minimum two (2) years progressive supervisory or management experience.
- Valid New Mexico Driver's License, acceptable driving record, and automobile insurance.

Preferred Qualifications

- Experience in CCSS, PSR, Mobile Crisis, Crisis Stabilization, or CCBHC programs.
- Experience in FQHC and rural healthcare settings.
- Experience with Medicaid audits, grants management, and quality improvement initiatives.
- LADAC certification preferred.
- Bilingual English/Spanish preferred.

Knowledge, Skills & Abilities

- Strong leadership and strategic planning skills.
- Advanced understanding of behavioral health systems.
- Knowledge of crisis continuum services and CCBHC standards.
- Knowledge of Medicaid regulations and reimbursement methodologies.
- Exceptional written, verbal, and presentation skills.
- Ability to manage multiple priorities simultaneously.
- Strong conflict resolution and problem-solving abilities.
- Commitment to patient-centered, recovery-oriented care

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