

Example of Job Description for Regional Director

Prepared by Steve Day, TAC

General Principles

1. Appointed by Board established by 28E agreement
2. Serves at pleasure of the Board
3. Has performance evaluated (annually) by the Board
4. Functions as the Board's designated single point of accountability for all regional operations and finances

Job functions

1. Functions as staff to the Board, oversees agendas and minutes, etc.
2. Develops and oversees communications with and input from relevant consumer, family and other stakeholder advisory groups
3. Assures consumer and family input into needs assessments and strategic plan development
4. Oversees development of the regional management plan (strategic and business plan) and operations manual
5. Oversees development of the annual regional budget
6. Oversees agency operations, including personnel, benefits, space, training, etc.
7. Implements a budget tracking and risk management plan to assure that annual expenditures remain within the annual budget
8. Accountable for the region's compliance with all state requirements, including performance targets
9. Develops regional administrative staffing plan and job descriptions
10. Hires, supervises and evaluates the performance of regional administrative staff
11. Designates regional access points
12. Designates targeted case management providers, including conflict free case management where applicable
13. Oversees the process for assessments, person centered planning, service plan development, service authorization, re-authorization and continuing review (utilization management and utilization review – UM/UR)
14. Oversees development and contracting for the provider network to assure all core services are available and accessible to the defined target populations
15. Oversees monitoring of provider network quality and performance
16. Assures timely and accurate payment of provider claims
17. Oversees development and maintenance of effective working relationships and memoranda of agreement with all regional partners (housing, employment, education, social services, courts, police, hospitals, physical health providers [FQHCs], etc.)

18. Develops and oversees effective and transparent processes for coordinating service access and care planning for people receiving Medicaid services
19. Assures that all financial, program, service, client and performance data are collected and reported in a timely and accurate basis
20. Oversees development and implementation of the regional quality assurance plan
21. Oversees regional appeals and grievances processes
22. Develops monthly, quarterly and annual reports as specified by the Board and DHS

Qualifications

1. Master's degree in management or human services/public policy (or Bachelor's degree with 5 years management responsibility)
2. Minimum three years management responsibility (five years preferred) that includes accountability for organizational operations and budget (i.e., not just management of clinical or direct service staff)
3. Experience managing and overseeing business systems, including finance, accounting, and information technology
4. Knowledge of mental illness and intellectual disabilities
5. Knowledge of human services systems, including Medicaid and non-Medicaid MH and ID financing and service delivery systems
6. Experience developing and managing strategic and business plans
7. Experience with using financial tracking and outcome and performance data for organizational management and quality improvement