

Recruitment Profile
for

**Division Director,
Child & Family Services**



Didi Hirsch Mental Health Services
Los Angeles, CA

September 2017

LEADERSHIP TRANSITION | EXECUTIVE SEARCH | BOARD ADVISORY

POSITION DESCRIPTION

Title: Division Director, Child & Family Services

Organization: Didi Hirsch Mental Health Services

Reports to: Senior Vice President, Clinical Operations

Location: Los Angeles, California

ORGANIZATION OVERVIEW:

Didi Hirsch Mental Health Services was founded in the 1930's to provide psychiatric services for unemployed women affected by the Great Depression. The benefit of these services was so demonstrable that the Community Welfare Association of Los Angeles, Community Chest (now United Way) and Cedars of Lebanon Hospital (now Cedars Sinai) supported the expansion of services to both men and women.

By 1970, the agency had received federal designation as a Community Mental Health Center. In 1974 it opened its current headquarters on Sepulveda Boulevard in Culver City. In the same year, the Culver City Family and Child Guidance Clinic merged with the agency, adding children's programs to its array of services. With the opening of the new headquarters, the agency was renamed to honor a longstanding friend and supporter, Didi Hirsch. Didi was a social worker who had seen first-hand the impact of untreated mental illness and who, with her husband, made a generous contribution to the agency's capital campaign.

With more than 75 years of experience, Didi Hirsch Mental Health Services is governed by a 19-person Board of Directors and now has an annual operating budget of over \$45 million. Approximately \$40.5 million is funded by government contracts, including the Los Angeles County Department of Mental Health. The balance comes from private sector support and some limited fee-for-service income.

Didi Hirsch transforms lives by providing quality mental health care and substance use disorder services in communities where stigma or poverty limit access. From 11 sites and in nearly 100 schools, the agency helps over 111,000 adults and children throughout Southern California each year. Its Suicide Prevention Center, established in 1958 – and the first in the nation to provide 24/7 crisis counseling beginning in 1962 – receives over 100,000 calls on its Crisis Line annually and provides support groups for people who have lost loved ones to suicide or have attempted it. In 2010, the agency began providing bereavement services in Orange County to individuals and families who have lost a loved one to suicide.

For more information, please visit www.didihirsch.org



LOCATION:

Los Angeles, CA, (Inglewood Center)

REPORTING/RELATIONSHIPS:

- Reports to the Senior Vice President of Clinical Operations
- Directly supervises a team of six, including five Program Directors and one administrative assistant; oversees department of +/- 100 employees.

THE POSITION:

This Division Director is responsible for providing leadership, direction and management to all Child & Family Services and for working collaboratively with the directors of Didi Hirsch's other mental health and substance abuse programs to provide high quality services in communities where stigma or poverty limit access. S/He will also work in close cooperation with and provide support to Quality Improvement initiatives; particularly they related to data collection and reporting, medical records management and compliance, assurance audits, and impact assessments. One of eight Division Directors in the organization, this position is tasked with ensuring compliance to program philosophies and standards, contracts, and with policies, procedures and guidelines established by Didi Hirsch.

RESPONSIBILITIES:**Management**

- Supervise the staff; in particular, manage, develop and support the five Program Directors (in various Didi Hirsch locations and Centers) and the Division administrative assistant;
- Establish and maintain positive relationships with other Division Directors, as well as with the Business Intelligence, Training, IT, HR, Facilities and Research and Evaluation departments to foster a productive and collaborative environment for employees and clients;
- Build a highly effective team to accomplish Child & Family Services Division's short- and long-term goals;
- Oversee the hiring, orientation, evaluation, and training of staff, volunteers, and interns assigned to the Division.
- Develop program policy and procedure and maintain on-going evaluation of program effectiveness and clinical intervention as needed;
- Interface with related community agencies – notably L.A. County Department of Mental Health – attend meetings as scheduled and/or needed, including all Health Insurance Portability and Accountability Act (HIPAA) related issues;
- Negotiate with funding agencies and lead project and grant management efforts for the Division in collaboration with appropriate colleagues;
- Participate in relevant internal committees, task forces and/or groups;
- Ensures resources and systems are in place to support the training and continuous learning of staff.
- Represents Didi Hirsch on matters relating to the division at meetings with other private and public agencies.

Program Quality, Compliance and Reporting

- Measure progress against plans and stated goals as they apply to Child & Family Services program outcomes and activities;
- Develop and implement reporting methods consistent with Didi Hirsch's procedures to ensure that data and other information gathered is accurate and reported in a timely manner;
- Collaborate with Director of Quality Improvement to develop program protocols and ensure that program elements are in compliance with County, State and other regulatory agencies.
- Implement and enforce appropriate disciplinary mechanisms when violations are detected; establish reasonable steps to respond appropriately to the violation and to prevent similar violations in the future;
- Evaluate the results of overall program operations regularly and systematically, and report results to the Senior Vice President, Clinical Operations and others as appropriate;
- Capture, review, and analyze program/service statistical and outcome data to provide useful information for assessing performance;
- Use performance and statistical service data to engage program management staff in strategic thinking and decision making;
- Attend, participate, lead and/or facilitate meetings as requested or required on the division, senior and executive level.

Finance

- Manage and oversee a Division budget of +/- \$15 million;
- Collaborate with finance department to prepare and review annual budgets and contract agreements;
- Monitor contract performance; review monthly and annual financial statements make plans of correction as needed keeping supervisor apprised of progress and challenges;
- Efficiently utilize financial resources while maintaining commitment to quality service when requesting and purchasing program equipment and supplies.

REQUIREMENTS:

Skills & Experience

- Minimum of 10 years of professional experience, including a minimum of 3 years of supervisory/management in a mental health and/or substance abuse environment;
- Demonstrated knowledge of directing and managing multiple programs in adult and family mental health and/or substance abuse services in a non-profit social service/mental health/substance abuse agency;
- Know and comply with Didi Hirsch policies and procedures, HIPAA, DMH policies and documentation guidelines, and other state, federal regulations relating to adult and family service programs for individuals with a history of mental illness and/or substance abuse;
- Demonstrated expertise in program development and clinical supervision and successful track record of having provided clinical service;
- Experience in budget preparation, fiscal management and contract negotiations – ideally for mental health and/or substance abuse services;
- History of managing a team and budget of similar size and complexity;



- Able to present ideas, information, and viewpoints clearly, both verbally and in writing;
- Experience managing employee performance consistent with defined Didi Hirsch processes.
- Efficiently use the personal computer to include: word processing, spreadsheets, presentation software, database, paperless charting system, and project management.
- Current California driver's license and a driving record acceptable to Didi Hirsch's insurance carrier
- Working knowledge of/experience working with L.A. County Department of Mental Health strongly preferred.

Personal & Leadership Traits

- Demonstrates positive, cooperative and collegial leadership and management style;
- Builds and maintains collaborative relationships with peers and colleagues to foster a sense of shared responsibility and success;
- Highly flexible; can change direction and "roll with the punches" without undue frustration;
- Adapts to changing needs by acquiring new skills and knowledge;
- Capable of both seeing the big picture and maintaining command of the details;
- Utilizes analysis, experience and judgment to make management decisions;
- High level of self-awareness and emotional intelligence;
- Can nurture/develop staff while at the same time set and enforce appropriate boundaries;
- Supports the values and mission of Didi Hirsch as related to employment;
- Demonstrates commitment to team objectives and Didi Hirsch philosophies;
- Engaging; hard working; passionate.

Education & Credentials

The successful candidate must have an undergraduate degree, as well as a Master or Doctorate degree in the field of mental health. Licensure as a clinical social worker, marriage and family therapist or psychologist is also required for this position.

HIPAA Privacy Standards Compliance

Strict observance of and compliance with all relevant legal and Didi Hirsch policies related to HIPAA, and medical records use, and patient confidentiality/privacy are a condition of continued employment.

COMPENSATION

Didi Hirsch Mental Health Services is offering a comprehensive compensation package inclusive of salary (commensurate with experience) and full benefits. Benefits include: health, dental and vision insurance; life insurance; 14 vacation and 12 sick days; 10 paid holidays; and a 403(b) Tax Sheltered Savings (Retirement) Plan with an employer match of up to 5% of compensation after the first year of employment.

OPPORTUNITY

This position provides an opportunity for the successful candidate to join a well-established leader in providing mental health and substance abuse services to vulnerable communities. Through leadership of Child & Family Services this person will have a direct, tangible impact on the lives of people clients



and their families. The Division Director will join a talented, passionate, and personally invested team of professionals who are committed to erasing the stigma and discrimination associated with mental illness and addiction.

CONTACT:

Kevin Chase Executive Search Group has been retained to lead this recruitment effort on behalf of Didi Hirsch Mental Health Services. We are pleased to answer any questions or supply further information. Inquiries, nominations, or applications (including a cover letter and resume/curriculum vitae) should be directed electronically and in confidence, to:

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All inquiries or referrals will be held in strict confidence.
Please note that all education, dates of employment, compensation and other information provided will be verified prior to an offer of employment.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Kevin Chase Executive Search Group works only with equal opportunity employers.