

**JOB DESCRIPTION – Operations and Performance Manager**  
**SALARY RANGE - \$55,000-\$80,000**

**Mental Health & Recovery Board of Wayne and Holmes Counties**

The OPERATIONS and PERFORMANCE MANAGER at the Mental Health & Recovery Board of Wayne and Holmes Counties (WHMHRB) shall be responsible for spearheading the enhancement of the Board infrastructure to include monitoring and reporting of outcomes and quality indicators in the provision of mental health and addiction services including prevention, intervention, treatment, and recovery supports in adherence to ORC 340 and the mission, vision, and policies of the WHMHRB. Working under the direction of the Executive Director and reporting directly to the Associate Director, the Operations and Performance Manager is a full-time, unclassified, PERS- and benefits-eligible position serving both Wayne and Holmes Counties. The Mental Health & Recovery Board of Wayne and Holmes Counties is an Equal Opportunity Employer.

Minimum Qualifications for Employment:

- Master Degree in relevant field (counseling, social work, or related) with current licensure preferred OR
- Bachelor Degree and a minimum of 2 years of relevant work experience required.
- Excellent verbal and written communication skills.
- Must be able to multi-task and manage multiple infrastructure activities within the scope of local, state and federal regulations and initiatives, such as strategic planning, policy and procedure development, compliance reports, outcome measures, etc.
- Ability to compile and analyze data and produce data-driven reports and recommendations.
- Leadership and project management skills and the ability to work cooperatively with multiple organizations to benefit/promote performance requirements of the O.R.C., the fields of mental health and addiction services, clients, and the Board.
- Strong administrative and organizational skills, typing proficiency, computer program/application proficiency (Microsoft Office, Windows, Excel, social media).
- Experience in the areas of strategic planning, policy and procedure development, needs assessment, certification protocols (train after hire for board specific certification) and outcome measurement preferred.

General Planning – Will assist with program components as assigned in the following areas:

- Programmatic analysis and planning review of partner agencies' annual proposals.
- Consultation with contract agencies and other community partner organizations.
- Work with the Executive Director, Associate Director, and Program Coordinator to develop the Ohio Mental Health and Drug Addiction Services Wayne/Holmes Community Plan.

- Participate in annual agency contracting process, strategic planning, and report development.
- Ability to work independently and take responsibility for a range of special projects and assignments
- Must possess a valid driver's license and automobile liability insurance coverage.
- Other duties and special projects as assigned.

#### Program Coordination:

- Complete required program reports on all funded projects.
- Represent the Board at public/community events to promote Board. Coordinate and provide education and training in evidence-based practices (training to be provided).
- Lead/serve on steering committees and/or task forces related to agency infrastructure, certification, outcome measures, etc.
- Assume responsibility for some activities required of the Board relevant to grants and allocations received.
- Assume responsibility for some agency initiatives, committee participation and reporting.
- Conduct focused program reviews as needed/required.
- Maintain compliance with all State standards and regulations.

#### Operational Duties:

- Perform program audits of the contract providers as needed.
- Monitor the programmatic aspects of the provider contracts and annual application requirements.
- Review outcome data and quality indicators for contracted providers, the Board and Ohio Department of Mental Health and Addiction requirements.
- Attend Board meetings and Board Committee meetings.
- Foster and maintain collaborative working relationships with consultants, community agencies, entities, and providers to support multisystem approaches to local needs.
- Collaborate with the Executive Director and Associate Director to provide program development analysis and recommendations.

#### Organizational Responsibilities:

- Attend meetings or functions as assigned by the Executive Director or Associate Director.
- Report to and be supervised by the Associate Director.
- Meet regularly with the Associate Director to determine and review progress regarding work assignments, planning goals, and evaluation approaches.

- Assist with general planning and management of the Board under the direction of the Associate Director or Executive Director.

Working Conditions:

- Office setting
- Typical working hours are 8am-4:30pm with some weekend/evening hours required (scheduled Board and committee meetings, scheduled community events, and/or as-needed)
- Comp time may be accrued and used in accordance with WHMHRB Personnel Policies.
- Will require some local (in state) travel.
- Travel and related expenses are reimbursed in accordance with the WHMHRB Personnel Policies.
- Perform the above listed duties and other duties as assigned under the general supervision of the Executive Director or Associate Director of the WHMHRB.