

Medical Social Services Manager

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Class specifications are not intended to reflect all duties performed within the job.

DEFINITION:

Under general direction, plans, organizes and manages medical social service program in the Detention Health Division of Contra Costa Health (CCH); supervises, reviews, and evaluates the work of subordinate professional, clinical, and clerical staff; and performs other related work as required.

DISTINGUISHING CHARACTERISTICS:

Incumbents in this classification are assigned primarily in the Detention Health Division of Contra Costa Health (CCH) and are distinguished by their specialization in, and responsibility for, the overall management and administration of medical social services programs. This class is distinguished from the Mental Health Program Chief in that the latter has responsibility for management and direction of all programs and policy direction. It is further distinguished from the Mental Health Program Manager in that the latter manages mental health services in an assigned geographic area of the County or for a large, diverse and complex program that has Division-wide responsibilities. It is distinguished from the Medical Social Worker II in that positions in the latter class provide lead direction to others within components of medical social service programs.

The incumbent is supervised by and receives direction from an Assistant Director of Health Services, Mental Health Program Chief, or designee.

TYPICAL TASKS:

- Oversight and development of program design and services
- Establishes program goals, objectives and priorities
- Interprets and implements State and Federal program mandates
- Develops, implements and monitors operational policies and procedures to ensure compliance with State and Federal program mandates
- Program budget management and monitoring
- Monitors Medi-Cal billing and claims
- Collaborates and coordinates with interagency partners to provide a coordinated, goal-directed system of care for client population
- Represents the program within department, inter and intra CCH divisions and community groups
- Provides supervision, technical assistance and consultation to program staff
- Provides clinical and non-clinical oversight and supervision
- Plans, directs and coordinates the day-to-day activities of the medical social services programs
- Makes adjustments as needed to maintain quality of care
- Reviews, develops and implements current policies and procedures
- Evaluates the education and training needs of personnel and directs the development and implementation of in-service programs
- Interviews, selects, assigns and evaluates the performance of subordinate personnel

- Oversees personnel administration and makes recommendations on classification, disciplinary, and other personnel actions as appropriate
- Consults with other health care staff as needed to provide coordination and integration of medical, behavioral health and social needs services with the overall health delivery system
- Prepares statistical reports on services provided in alignment with program mandates and quality improvement and assurance plan
- May provide direct patient services when needed

MINIMUM QUALIFICATIONS:

License Required:

- 1) A valid California Motor Vehicle Operator's License. Out of state valid motor vehicle operator's license will be accepted during the application process.
- 2) A current, valid license issued by the State of California in one of the below:
 - a. Licensed Clinical Social Worker (LCSW), or
 - b. Licensed Marriage and Family Therapist (LMFT), or
 - c. Licensed Professional Clinical Counselor (LPCC), or
 - d. Public Health Nurse (PHN)

Education: Possession of a Master's Degree from an accredited college or university with a major in Social Work, Psychology, Counseling, Nursing, or a closely related field.

Experience: Three (3) years of full-time (or the equivalent of full-time) experience performing the duties of a social worker or public health nurse within a health care facility or health-related agency; one (1) year of which was in a supervisory or administrative capacity.

Substitution: Possession of a qualifying Bachelor's degree from an accredited college or university and two (2) additional years of qualifying experience may be substituted for the required education.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Accepted principles and practices governing the field of Medical Social Services or case management
- Federal, State, and local laws, regulations, and mandates applicable to medical social work
- Principles of personnel administration
- Accepted supervisory, management and communication techniques
- Patients' rights, regulations and practices
- Techniques of program planning, development and evaluation
- Principles of supervision and training

Ability to:

- Plan, direct and coordinate the activities of subordinate personnel and programs
- Establish program goals and priorities and align services with the organizational mission and regulatory requirements

- Adapt to changing program needs, emerging regulations, and evolving best practices in health care and social services
- Maintain effective public and interpersonal relations with community groups, agencies, and the general public as well as facility personnel
- Prepare clear and concise written correspondence
- Provide clinical and non-clinical supervision, training, and work evaluations for assigned staff

Established: March 1991

Retitled and Revised: August 2026 (formerly Medical Social Services Director)