

**DEPARTMENT:** MENTAL HEALTH  
**CLASSIFICATION:** COMPETITIVE  
**APPROVED:** JULY 21, 2017

**CONFIDENTIAL ASSISTANT – DIRECTOR OF COMMUNITY MENTAL HEALTH SERVICES**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent serves as the confidential assistant to the Director of Community Mental Health Services and provides administrative support to the department. The incumbent assists the Director by performing administrative duties to include general office management, scheduling, filing, assisting with meeting preparation and presentations, and responding to calls and correspondence. Responsibilities also include acting as liaison to the Community Services Board, other county departments, counsel, consultants and/or vendors, and to community service agencies. When assigned, the incumbent collects confidential and sensitive information and data for administrative studies and determinations, and prepares legislature resolutions for the department. This is important administrative support and liaison work involving the frequent exercise of independent judgment in planning and coordinating the non-technical activities of the department. This position requires a very high degree of confidentiality due to the sensitive nature of information and activities including personnel related functions. The incumbent works under general supervision and provides direct supervision to assign clerical staff. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

1. Serves as office manager and confidential assistant to the Director;
2. Assists the Director with establishing and implementing office procedures and oversees efficient work flow by establishing short and long-range plans, and assisting with staff development;
3. Screens callers and visitors to determine the nature of the inquiry, answers questions on established policy and procedure and/or refers to appropriate party or office;
4. Schedules and arranges meetings, conferences and appointments and assembles and coordinates background material;
5. Opens, reviews and distributes incoming mail in accordance with staff assignments and attaches appropriate background material to correspondence;
6. Prepares responses to letters concerning programs, policies and procedures for own or supervisor's signature;
7. Composes/authors and prepares correspondence, memoranda, reports, newsletters, informational material, legislative resolutions, and minutes of meetings, hearings and conferences and/or oversees staff in the preparation of same;
8. Prepares a variety of confidential reports and correspondence related to the work using statistical and narrative information;
9. Monitors and tracks status of various program activities to ensure compliance with all regulations;
10. Prepares and/or updates lists, forms, statistical data, news releases or letters, etc., on a personal computer or oversees staff in preparation of same;
11. Assists professional staff in analyzing and evaluating methods, procedures, goals and objectives, forms applications, etc.;
12. Assists with the annual audit of personnel and contractor files;
13. Assists with department training activities by collecting data, securing training facilities, assembling and distributing materials and supplies;
14. Transmits information or instructions from the Director or Deputy Director to appropriate staff orally, in writing, or electronically, and follows up to see that instructions are followed and deadlines are met;
15. Oversees and participates in the maintenance of and preparation of payroll, personnel and attendance records, and employee evaluations;
16. Develops, maintains and updates complex computerized records requiring knowledge of department services and procedures;
17. Maintains office records and statistics using database or spreadsheet software;
18. Responds to external agencies', municipalities', and residents' requests, researches and provides information;
19. Provides information regarding program services and requirements either by phone or in person, schedule appointments, or assist individuals in applying for services by explaining procedures and program processes;
20. Serves as liaison for program or department activities with administrators and participants;
21. Serves as the Department's Corporate Compliance Officer by maintaining and updating compliance program and policies; gathering information on compliance changes; providing training to staff; and receiving, investigating, and responding to compliance complaints.

**CONTINUED**

**CONFIDENTIAL ASSISTANT – DIRECTOR OF COMMUNITY MENTAL HEALTH SERVICES CONTINUED**

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of office terminology, procedures and equipment; thorough knowledge of business arithmetic and English; good knowledge of legislation and regulations regarding mental health; skill in maintaining activity control records and in preparing reports; ability to maintain confidential and sensitive information; ability to plan, manage and organize office functions independently; ability to handle routine administrative details independently, including the composition of letters and memoranda; ability to understand and follow complex oral and written instructions; ability to establish and maintain cooperative relations with the public and other governmental and private agencies; ability to operate and interact with political and social sensitivity in the mediation and resolution of high-tension situations involving a diverse group of people; ability to operate an alphanumeric keyboard such as a typewriter, word processor or personal computer at an acceptable rate of speed; ability to perform close, detailed work involving considerable visual effort and strain; ability to get along well with others; clerical aptitude; a high degree of accuracy, industry and dependability; integrity; confidentiality; good judgment; outstanding professional leadership ability; physical condition and maturity commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of an equivalency diploma **AND**

Graduation from a regionally accredited college or university or one accredited by the New York State board of Regents to grant degrees with a Bachelor's Degree and two (2) years of full-time paid administrative or office management experience which shall have involved maintaining computerized records in a database or spreadsheet application and preparing reports. One (1) year of experience in supervision and/or responsibility for the direction of an organizational segment; **OR**

Graduation from a regionally accredited college or university or one accredited by the New York State board of Regents to grant degrees with an Associate's Degree and four (4) years of full-time paid administrative or office management experience which shall have involved maintaining computerized records in a database or spreadsheet application and preparing reports. One (1) year of experience in supervision and/or responsibility for the direction of an organizational segment.