All highly qualified executives are strongly encouraged to submit qualifications for consideration. Final selection of top tier candidates will be based on the combination of education and experience that best fits SCVHHS needs. Specifically, it is highly desirable that the individual possesses strong skills/experience in managing custody health and mental health services with a broad clinical and administrative background and significant competence in dealing with complex personnel issues.

**The Compensation**

The salary range for the Director, Custody Health and Custody Behavioral Health Services is up to $248,399 dependent upon qualifications that will be based upon the selected candidate’s experience and salary history. An outstanding benefit package is also offered including medical, dental, vision, and life insurances, as well as 36 days of vacation per year. Retirement is CalPERS (2% @ 55 for Classic members and 2% @ 62 for New members). Moving and relocation expenses are included in the employment offer. Further details are available through Ralph Andersen & Associates.

**To Be Considered**

This is a confidential process and will be handled accordingly throughout the various stages of the process. Candidates should be aware that references will not be contacted until mutual interest has been established.

This recruitment is open until filled, however, all interested candidates should apply by Friday, May 1, 2020 to Ralph Andersen & Associates at apply@ralphandersen.com and should include a compelling cover letter and comprehensive resume. Top candidates will be invited for a comprehensive interview. The new Director, Custody Health and Custody Behavioral Health Services is expected to join the organization in July 2020, or at a mutually agreed upon date. For further information or questions on the recruitment process, please contact Mr. Robert Burg at (916) 630-4900. Confidential inquiries are welcomed.

**Current Challenges and Opportunities**

The County recently settled two federal class actions pertaining to jail conditions and is subject to monitoring of its healthcare operations. Custody Health and Custody Behavioral Health is facing a changing, complex landscape with growing awareness and expectations from the County on needs of inmates, program operations; growing demands for better information on the health status of inmates that are serving longer sentences in local jails; higher expectations to achieve better outcomes related to care, services, and overall costs; and greater demands for accountability and transparency. To take on the new challenges and opportunities in this changing environment, the Board of Supervisors and County Executive approved a full review of existing operations and gap assessments to determine priorities and require changes. The overall goal is to deliver better outcomes, enhancing the capacities of the full continuum of care with better information technology and key staff augmentations; and investing in better facilities and staff training and support. The emerging care integration model will be based on the evidence-based and best practices of care delivery, deeper engagement of the workforce to deliver team-based and culturally competent care, and sound fiscal and management practices to deliver better outcomes for inmates and County government.

**Education and Experience**

The required knowledge and abilities would be typically acquired through education and experience equivalent to the following:

- **Education** – A Master’s degree from an accredited college or university with course work in Health Care or Hospital Administration, Behavioral Health Services, Public or Business Administration, or a closely related field.

- **Experience** – Ten years of recent progressive administrative and management experience providing mental health, alcohol, drug and/or behavioral health services in a large custodial system and as a division of public health and/or health system.
The Opportunity

The County of Santa Clara, California is recruiting nationally for an experienced, innovative, progressive, and collaborative Director, Custody Health & Custody Behavioral Health Services. The position will be responsible for a dedicated team of approximately 282 staff who serve an inmate population averaging 500 and will oversee a budget of approximately $96 million. The ideal candidate will be a progressive, highly experienced professional with excellent management abilities, people and communication skills, who enjoys working in a fast-paced and complex environment.

Santa Clara County

Santa Clara County is Silicon Valley; it is home to some of the world's most innovative and prosperous companies in the world. Located on the south end of the San Francisco Bay, Santa Clara County enjoys a delightful climate and cultural amenities like no other. Over 1,860,000 residents enjoy living in areas from the dense and urban San José, to the quaint and idyllic Los Gatos. San Francisco lies less than 50 miles north, Napa Valley beyond that, and Monterey to the south. Home to over 25 colleges and universities, including Stanford University and San Jose State University, Santa Clara County has a rich culture that values education and professional development. In addition to the numerous colleges and universities supporting a diverse workforce, Santa Clara County has an unparalleled collection of highways, runways, and railways that lead to regional, national, and international business centers.

The Organization

Santa Clara Valley Health and Hospital System (SCVHHS), an integrated health agency for the County, SCVHHS is comprised of the departments of Behavioral Health, Public Health, Community Health Services, Valley Health Plan, Custody Health, and Valley Medical Center, a large teaching hospital. SCVHHS recently acquired O’Connor Hospital, and St. Louise Hospital in South County, as well as a comprehensive network of clinics and ambulatory care services throughout the County. SCVHHS has a total budget of $3.8 billion & employs a staff of 9,460 FTE’s. SCVHHS is committed to providing leadership in developing and promoting a healthy community through a planned, integrated health system offering prevention, education and treatment, and recovery programs to all residents of the County of Santa Clara, regardless of the ability to pay. SCVHHS provides a wide range of primary and specialty health services and oversees public programs for the health and well-being of County communities. The integrated health system has developed a strategic road map, commonly known as "Better Health for All," to guide the implementation and change process to succeed in post-national health reform. The strategic road map outlines core objectives called "Triple Aim Plus," and the expected outcomes to better serve County residents.

The Position

The Director, Custody Health & Custody Behavioral Health Services, is an Executive Leadership position reporting to the Deputy County Executive. Under general direction, the Director is responsible for the strategic and operational leadership of the County’s Custody Health and Behavioral Health Services department including the Main Jail, Elmwood and Juvenile Hall locations. This leadership position will plan, direct, coordinate, and evaluate through administrative and professional staff many comprehensive programs for the diagnosis, treatment and prevention of medical conditions, mental illness, and substance use disorders amongst the target population currently averaging nearly 3,500 inmates. Additionally, the Director will be a leader and responsible for advancing major countywide initiatives such as Just Culture and Performance Improvement within custodial settings.

The mission of the Custody Health and Behavioral Health Services Department is to serve incarcerated individuals with comprehensive medical, mental health, and other necessary services, including individuals with disabilities that include both physical and learning disabilities.

Management responsibilities include:

- Leading and administering the integration of medical and behavioral health programs, developing goals and strategic objectives;
- Implementing policies and procedures to meet the needs of the inmates;
- Developing, implementing and managing recidivism and reentry initiatives;
- Identifying operational and financial issues and formulating appropriate solutions;
- Assessing the need for services along with professional staff to determine standards of service and treatment;
- Engaging key stakeholders such as Correctional staff and medical care services;
- Engaging various partners and providers with diverse clinical, quality, and programmatic expertise in the design, evaluation, and monitoring of quality improvement efforts;
- Reviewing, monitoring and interpreting current and proposed changes in laws and regulations to assure administrative and professional compliance with applicable federal, state, and local laws and regulations;
- Negotiating with organizations, managing contracts for programs and services;
- Representing the County and developing partnerships with outside groups and organizations to coordinate programmatic activities;
- Maintaining liaison with County agencies, boards, and commissions;
- Establishing relationships for the purpose of assessing program needs for effectiveness of service programs offered;

Successful candidates should have thorough knowledge of the principles of organization, administration, management of a custody health system including, plan, organize, act, manage and evaluate financial programs, administrative policies and staff; current trends in research, effective practices and prevention, early intervention and treatment, community outreach, collaboration and development; program planning and evaluation techniques, including research methodologies and statistical analysis; clinical standards of practice and licensure requirements; policy and procedure development related to administrative and clinical programs; laws and regulations governing custody health care delivery organization; principles, and practices and techniques of budget, monitoring and control; and public health financial management.

In addition, candidates should have the ability to develop and implement short and long-range strategies, goals and objectives; prepare and present effective oral and written presentations on a variety of issues to various audiences; identify and solve complex administrative, financial, clinical and operational problems; properly interpret and make decisions in accordance with appropriate laws, regulations, and policies; identify and resolve behavioral health financial and operational issues; establish and maintain effective working relationships with representatives of other governmental agencies; formulate and implement policies and procedures as well as evolve the infrastructure to ensure the efficient and successful operation of behavioral health services; work cooperatively and effectively with key County agencies to improve health services; work effectively as a member of several management teams and coalitions; recruit, hire, organize and develop competent professional, clinical and administrative staff.

The Ideal Candidate

The County of Santa Clara is seeking an individual who possesses a high degree of professional competence, integrity, work ethic and who works exceptionally well with others. The ideal candidate is a thoughtful executive leader and strategist who possesses a high caliber of political acumen and keen awareness of the ethical decision making in public service. In addition, the ideal candidate must be a good steward of public funds and possess excellent follow-through skills. Demonstrated ability to provide effective leadership; excellent interpersonal skills; ability to work with diverse management/personal styles; a strong written and verbal communication skill set are all essential competencies.

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The Opportunity

The County of Santa Clara, California is recruiting nationally for an experienced, innovative, progressive, and collaborative Director, Custody Health & Custody Behavioral Health Services. The position will be responsible for a dedicated team of approximately 282 staff who serve an inmate population averaging 850 and will oversee a budget of approximately $96 million. The ideal candidate will be a progressive, highly experienced professional with excellent management abilities, people and communication skills, who enjoys working in a fast-paced and complex environment.

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Successful candidates should have thorough knowledge of the principles of organization, administration, management of a custody health system including developing, organizing, directing, and evaluating all programs and services for the delivery of comprehensive health care services, coordinating and integrating the development of health care programs with other existing services, developing necessary policies, procedures and protocols to ensure effective delivery of health care services. The Director is also responsible for the strategic and operational leadership of the County’s Custody Health and Behavioral Health Services department including the Main Jail, Elmwood and Juvenile Hall locations. This leadership position will plan, direct, coordinate, and evaluate through administrative and professional staff many comprehensive programs for the diagnosis, treatment and prevention of medical conditions, mental illness, and substance use disorders amongst the target population currently averaging nearly 3,500 inmates. Additionally, the Director will be a leader and responsible for advancing major countywide initiatives such as Just Culture and Performance Improvement within custodial settings.

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- Establishing relationships for the purpose of assessing program needs for effectiveness of service programs offered;
- Researching, preparing and interpreting clinical, technical and administrative reports, preparing written correspondence as required;
- Developing and monitoring the Department’s budget to optimize use of human and material resources;
- Selecting, supervising, and evaluating the work of subordinate managerial, clinical, and technical staff;
- Conducting performance reviews and evaluations;
- Assuming disaster service worker responsibilities as required; and
- Other duties as assigned.

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County of Santa Clara
Director, Custody Health and Custody Behavioral Health Services

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