PACS

Child & Adult Division Head

Reports To: Chief Program Officer (CPO)
Location: LA, Long Beach, SFV
FLSA Status: Full-Time Exempt
Salary Range: $100,000-$120,000, DOE

About PACS

PACS is a community-based nonprofit dedicated to enriching the lives of children and families through counseling and caring. Since 1981, PACS has focused on serving underserved communities across Los Angeles County, with a strong emphasis on immigrant and refugee populations. The organization provides a range of mental health and supportive services, from prevention and early intervention to more intensive programs, designed to meet individuals and families where they are.

PACS is known for its culturally responsive and language-accessible approach, as well as its commitment to creating a supportive environment for both clients and staff. The organization's work is rooted in respect, community connection, and a belief that everyone deserves the opportunity to live a meaningful and stable life.

Core Values:

Compassionate Service- We believe lives can be changed when someone listens and cares. We approach our work with empathy, respect, and a genuine commitment to those we serve.

Cultural Responsiveness-We recognize and respect the diverse backgrounds of our clients and staff, and we strive to provide services that are culturally and linguistically appropriate.

Integrity, Transparency & Accountability- We take pride in doing our work responsibly, accurately, and ethically, and we hold ourselves accountable to our clients, our partners, and each other. We communicate openly and honestly, sharing information in a way that builds trust, support and accountability and helps staff and stakeholders understand expectations and decisions.

Collaboration- We work together across teams and with our communities to find practical, thoughtful solutions that support the people we serve.

Continuous Improvement- We are always learning—looking for ways to strengthen our services, improve our systems, and better support both staff and clients.

Respect for People-We value the dignity, voice, and contributions of every individual, and we aim to create an environment where people feel supported and able to do their best work.

Authenticity- PACS values honesty and being genuine in all our interactions. We encourage individuals to show up as themselves, fostering an environment of trust, respect, and meaningful connection

Position Description:

The Child & Adult Division Head is responsible for the planning, implementation, management, and evaluation of assigned child and adult mental health programs at PACS. Reporting to the Chief Program Officer (CPO), this position oversees clinical quality, timely access to services, staff supervision and performance, contract compliance and utilization, and effective management of division resources.

The Division Head oversees assigned outpatient, school-based, prevention, early intervention, CalWORKS and related services across PACS locations in Los Angeles, Long Beach, and the San Fernando Valley. This position

directly supervises assigned program managers, supervisors, coordinators, and staff and ensures consistent service delivery, appropriate clinical oversight, and coordination across locations. Intensive services administered by another division are excluded unless assigned by the CPO.

Working closely with the CPO, Quality Assurance, Human Resources, and Finance, the Division Head establishes program priorities, monitors outcomes, addresses operational and clinical concerns, and implements improvements. The position provides clear direction and support to supervisors and staff and holds teams accountable for quality care, timely documentation, professional standards, and program requirements.

Experience and Essential Job Functions:

Division leadership and program operations

- Direct assigned programs across PACS service sites, establish operating priorities with the CPO, and maintain consistent service standards and workflows.
- Monitor referrals, first contact, intake, case assignment, ongoing engagement, transfers, and discharge. Address delays, service gaps, and barriers to care with responsible supervisors and administrative staff.
- Review staffing capacity and caseload distribution; arrange coverage during vacancies and absences and coordinate transitions to maintain continuity of care.
- Provide direct support with client intakes and clinical documentation as needed, including review and approval of progress notes and charts within the employee's scope of practice and PACS authorization.
- Provide regular reports to the CPO on program results and division census, staffing needs, emerging risks, and corrective actions. Escalate urgent concerns promptly and track follow-through.

Clinical leadership and supervision

- Guide supervisors and clinical teams in assessment, treatment planning, crisis response, care coordination, and services appropriate to each client's age, culture, language, and needs.
- Ensure staff receive appropriate clinical and administrative supervision. Provide individual or group clinical supervision when assigned and qualified under applicable licensing requirements.
- Oversee evidence-based practices, including staff training, required certifications, consultation, model fidelity, and use of outcome measures.
- Support consultation on complex cases and coordinate with psychiatric providers, other PACS divisions, schools, caregivers, and community partners as appropriate.
- Promote client rights, professional boundaries, trauma-informed care, and culturally responsive services. Ensure safety concerns and incidents are addressed and reported through agency procedures.

Staff management and development

- Supervise and coach assigned direct reports; set clear expectations, conduct regular meetings, and complete introductory and annual performance evaluations on time.
- Partner with Human Resources and the CPO on hiring, onboarding, retention, succession planning, and performance concerns. Document feedback and monitor improvement plans.
- Ensure supervisors address documentation quality, client follow-up, workload, attendance, and training completion consistently and promptly.
- Identify learning needs and coordinate practical training with QA and other departments. Maintain a respectful work environment and address concerns through established channels.

Quality assurance and compliance

- Partner with the Director of Quality Assurance, Compliance & Improvement to implement applicable Los Angeles County Department of Mental Health (DMH), Medi-Cal, payer, and agency requirements.
- Hold program teams accountable for accurate, complete, timely clinical records and required case-opening, authorization, service, and discharge processes.
- Support internal and external reviews by providing records and program information. Assign corrective actions, establish deadlines, and verify completion with QA.
- Review documentation trends, client complaints, service incidents, and outcome data with appropriate departments; implement program changes and monitor whether they resolve the concern.
- Protect confidential information and ensure staff follow agency procedures for privacy, mandated reporting, incident reporting, and reporting suspected misconduct.

Contract performance and financial oversight

- Monitor contract utilization, service delivery, productivity, and required outcomes against approved targets.
- Identify variances and implement plans that support appropriate care and sustainable operations.
- Work with the CPO and Finance to develop and monitor division budgets, staffing plans, expenses, and revenue projections. Recommend resource changes within approved authority.
- Coordinate with QA and Finance to resolve documentation and billing issues, reduce avoidable denials, and ensure reported services accurately reflect care provided.
- Prepare timely program reports and use data to recommend changes in services, staffing, and funding priorities.

Community partnerships and program development

- Maintain referral relationships with schools, county agencies, and community organizations; coordinate outreach and engagement for assigned programs.
- Oversee school and community service agreements with appropriate agency approval and ensure operational commitments are met.
- Represent PACS at assigned DMH meetings, committees, and community partnerships; communicate relevant decisions and required changes to staff.
- Assist the CPO with program planning, funding proposals, and implementation of new or revised services. Perform other duties consistent with the role as assigned.

Operational Expectations:

- Timely referral response, intake, engagement, and continuity of services.
- Clinical quality, client outcomes, documentation completion, and correction of identified deficiencies.
- Contract utilization, budget performance, and timely, accurate reporting.
- Effective supervision, timely evaluations, staff development, and follow-through on performance concerns.
- Responsive communication with the CPO, collaboration across departments, and reliable completion of agreed actions.

Minimum Qualifications:

- Graduate degree appropriate to the required clinical license.
- Current, valid California license in good standing as an LCSW, LMFT, LPCC, or psychologist.

- Progressively responsible experience in community mental health serving children and adults, including clinical supervision, staff management, and program operations.
- Experience with Los Angeles County DMH contracts, Medi-Cal mental health services, clinical documentation, and audit or quality improvement processes.
- Ability to interpret program and financial data, manage competing priorities, address performance concerns, and communicate clearly with staff and external partners.
- Demonstrated clinical judgment, ethical practice, cultural responsiveness, and commitment to serving diverse and underserved communities.
- Ability to meet applicable supervision requirements for the staff assigned and to use electronic health records, reporting systems, and standard office software.

Preferred Qualifications:

- Experience managing multiple programs or service sites.
- Experience with school-based services, CalWORKS, prevention and early intervention, and evidence-based practices.
- Experience with budget management, program development, and funding proposals.
- Bilingual in Spanish, an Asian or Pacific Islander language, or another language relevant to the communities served by PACS.

Job Perks:

- Comprehensive medical, dental, and vision coverage with low premium contributions.
- 401(k) retirement plan.
- Professional development support including opportunities for growth.
- Paid holidays and vacation time.
- Mileage reimbursement.
- Partial reimbursement for cell phone and internet expenses.
- Student Loan Forgiveness (PSLF): PACS is a qualifying employer under the federal Public Service Loan Forgiveness (PSLF) Program. Employees with eligible federal student loans may be eligible for loan forgiveness after meeting all program requirements. Eligibility for PSLF is determined by the U.S. Department of Education.