

**Functional Statement**  
**Senior Psychologist Program Manager**  
**Assigned GS-14 by the national PSB**

The incumbent serves as the Program Manager for the outpatient Mental Health Clinics of the VA Health Care System (VAHCS) and as Chief of Psychology. This position reports directly to the Chief, Mental Health Service (a physician). Responsibilities are complex in scope, involving management of mental health clinic programming and professional staff located in three cities. The Mental Health Clinics are customer-service oriented, meeting a variety of emotional, psychological, behavioral, interpersonal, and social needs of patients. These services contribute significantly to the level of health care provided by this agency. Decisions are made exercising very wide latitude and independent judgment.

**I. GRADE DETERMINING ELEMENTS**

**Essential Program Management Responsibilities: 40 to 50% of time**

**(This section is grade determining)**

1. Has very broad responsibility for Program Management of the Mental Health Clinics of the VAHCS located at three sites. These clinics provide specialized professional mental health services that significantly impact the health care provided to veterans. The components that are managed are of considerable scope, size, and complexity, and consist of a total of 15.5 FTEE professional staff, including 5.5 Psychiatrists, 2.0 Psychologists, 5.0 Masters level Social Workers, 1.0 Masters level Psychotherapist, and 2.0 Registered Nurses. Program management responsibilities include the development of short and long range goals and plans, development and implementation of policies and procedures to ensure goal attainment, management of administrative and programmatic resources, and outcomes monitoring using data-driven quality assurance processes. Very wide latitude and independent judgment are exercised in making decisions affecting staff and other resources associated with the Mental Health Clinics.
2. The incumbent also serves as senior psychology executive (Chief of Psychology). Responsibilities include ensuring that all psychologists in the facility and its affiliated clinics meet the requirements described in the Psychology Qualification Standards and that they provide the highest quality of psychological care to veterans served.

**Demonstrates the following professional KSAs and the potential to acquire the assignment specific KSAs designated by an asterisk (\*):**

1. Ability to organize work, set priorities, delegate tasks, and meet multiple deadlines.
2. Skill in managing and directing the work of multiple clinics and in applying effective management practices.

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John Doe, Ph.D.

3. Ability to balance responsibilities in a complex environment and to work with great autonomy; ability to set priorities and delegate tasks, meet multiple deadlines, analyze complex organizational problems; and ability to develop and implement effective solutions for those problems.
4. Skill in persuasion, negotiation, and motivation to negotiate multiple program policies.
5. Ability to establish and monitor production and performance priorities and standards.
6. Skill in interpersonal relationships in dealing with employees and other managers using advanced consultation and problem solving skills.
7. Ability to assess need for basic and complex services across multiple programmatic patient care venues.
8. Ability to coordinate the efforts of multiple program elements across a complex system.
9. Ability to translate management goals and objectives into well-coordinated and controlled work operations.
10. Knowledge of, and ability to appropriately utilize, evidence based practices and clinical practice guidelines and ability to guide staff in using these tools.
11. Ability to deal effectively with individuals or groups representing widely divergent backgrounds, interests, and points of view.

## II. ENRICHING ELEMENTS

### **Clinical Responsibilities (40% to 50% of time).**

1. Provides a full range of psycho-diagnostic services including assessment and uses the most appropriate psychotherapeutic techniques in providing quality care.
2. Performs --- psychological and neuropsychological evaluations for all areas of the Health Care System on a consult basis, including but not limited to psychiatry, neurology, primary care, acute care, pulmonology (including transplant evaluations), and the nursing home care unit.
3. Functions as C&P coordinator for the Mental Health Service, carefully assigning C&P examinations to appropriate psychologists and psychiatrists; provides C&P examinations as well.
4. Provides a full range of therapeutic interventions including: individual therapy, marital/family therapy, group therapy, and substance abuse treatment.

**Other Significant Responsibilities (10% of time). *May include but are not limited to:***

1. Has contact on a regular and recurring basis with individuals representing widely divergent backgrounds, interests, and points of view.
2. Serves as the VA Health Care System representative to the VISN Mental Health Committee.
3. Is a member of the Association of VA Psychology Leaders (AVAPL).
4. Participates in conferences/meetings with higher-ranking managers, supervisors, and staff from other disciplines or work units, and/or, as needed, with representatives of local public interest groups, congressional district offices, and employees of State and local governments.
5. Oversees the establishment of program monitors and outcome measurements within assigned program units using data-driven quality assurance processes.
6. Is involved in the training of medical students from the Medical School, physician assistants, and graduate mental health trainees from surrounding colleges/universities, as appropriate.
7. Responsibilities include resource management and distribution, budget formulation and monitoring, assessing staffing levels and needs, staff recruitment and management, space planning, and assessing equipment and technology needs.