Cornerstone Executive Search has been exclusively retained by Catholic Charities of Eastern Oklahoma to condct its search for a Director of Mental Health Services.

DIRECTOR OF MENTAL HEALTH SERVICES

Catholic Charities of Eastern Oklahoma

Fast Facts

- **Organization Snapshot:** Catholic nonprofit serving individuals and families in need across Eastern Oklahoma.
- **Position**: Director of Mental Health Services
- **Reports To:** Senior Director of Programs
- **Supervises**: Counselors, Healing Ministries Manager, office staff, and volunteers.
- **Service Area:** Eastern Oklahoma
- **Key Focus:** Counseling and Healing Ministries leadership, team stability, Catholic counselor network development, access to care, and program sustainability.

The Organization

Catholic Charities of Eastern Oklahoma (CCEOK) is guided by its mission, "To be Christ's merciful love to those who suffer." Founded in Tulsa in 1951, the organization serves neighbors across Eastern Oklahoma, welcoming those in need without regard for race, nationality, creed, or religion.

Its ministries address material and spiritual needs through services that include food assistance, counseling, dental care, adult education, immigration legal services, and support for pregnant women and single mothers. The organization brings these services together to respond to the needs of the whole person.

The Counseling and Healing ministries listen with the heart and guide people experiencing emotional and spiritual distress toward improved health and restored dignity. Quality mental health services are integrated with the Catholic faith, with an emphasis on hope, healing, and wholeness.

Learn more about Catholic Charities of Eastern Oklahoma

The Opportunity

Catholic Charities of Eastern Oklahoma is seeking a leader who can strengthen a counseling team, expand access to care, and help individuals and families find healing through services grounded in clinical excellence and the Catholic faith. This role offers the opportunity to shape how counseling and Healing Ministries respond to the needs of the communities CCEOK serves.

The incoming Director will build a sustainable team, develop a strong network of Catholic counselors and referral partners, and create service models that make care more accessible. The work calls for a leader who can turn mission into effective daily practice while supporting the people who deliver that care.

The incoming leader will build on an existing counseling program and growth plan, with room to shape its next chapter. Dedicated analytics staff, established dashboards, and marketing support provide resources to measure impact, strengthen community awareness, and support program growth.

The Position

Reporting to the Senior Director of Programs, the Director of Mental Health Services provides strategic and operational leadership for Counseling and Healing Ministries. This leader oversees counselors, the Healing Ministries Manager, office staff, and volunteers, ensuring services are mission-aligned, clinically appropriate, spiritually sensitive, and responsive to changing needs. The Director is not required to carry a counseling caseload but may choose to carry a limited one as time allows. The role's initial focus is leadership and program development.

The Director is responsible for staffing, supervision, professional and spiritual formation, service delivery, clinical safeguards, program quality, reporting, and financial sustainability. The role works closely with organizational leaders, the Analytics Director, other CCEOK programs, and community partners to strengthen the broader continuum of care.

The Ideal Candidate

The ideal candidate is a licensed mental health professional and experienced team leader who combines sound clinical and ethical judgment with a commitment to Catholic ministry. This person can recruit and retain counselors, establish clear expectations, build trusted partnerships, and guide teams through change with accountability and care. Humility, a builder's mindset, business acumen, and demonstrated success growing or developing programs are especially important.

Success requires strong communication, organizational, and problem-solving skills, along with the ability to use data and feedback to improve care. The Director should be comfortable integrating professional practice, Catholic formation, and practical program management in service to people experiencing emotional and spiritual distress.

Key Responsibilities

Team Leadership and Stability

- Recruit, hire, onboard, supervise, and evaluate counselors and other mental health team members; guide Healing Ministries teams and address performance concerns when necessary.
- Provide individual and group supervision, coaching, support, and professional development; establish expectations for conduct, documentation, communication, and service delivery.
- Build a collaborative, healthy, accountable, and mission-centered culture. Monitor staffing, workload, caseload distribution, engagement, retention, and turnover, and implement practical improvements.
- Develop career and leadership opportunities, succession plans, and a pipeline of qualified professionals while supporting staff well-being and sustainable, high-quality care.

Catholic Counseling Network and Community Partnerships

- Develop and maintain a local and regional network of qualified Catholic counselors and mental health professionals who demonstrate clinical competence and alignment with, or willingness to work within, CCEOK's mission and values.
- Build relationships with parishes, schools, ministries, universities, healthcare providers, and community organizations. Create opportunities for networking, collaboration, shared learning, and specialized referrals. Work with CCEOK's marketing team to strengthen parish awareness and referrals through ongoing engagement with priests and parish leaders.
- Represent CCEOK at community, parish, and partner events; identify emerging needs and recommend outreach, education, counseling, and referral responses.

Formation and Professional Development

- Implement ongoing formation that integrates clinical practice with Catholic identity, mission, values, and the organization's approach to care.
- Coordinate training, workshops, case consultation, guest speakers, retreats, and professional and spiritual development for team members and the Catholic counselor network.
- Keep team members current on professional standards, ethical requirements, best practices, and organizational policies; foster continuous learning and reflection.

Counseling Services and Clinical Quality

- Design and improve flexible counseling services for children, adults, married couples, families, and other populations served; build systems for intake, assessment, referral, scheduling, follow-up, documentation, and continuity of care.
- Evaluate individual, family, and group counseling, workshops, educational programming, and community-based support. Establish satellite offices in parishes, CCEOK helping centers, or partner locations. Support growth of the existing school counseling program in partnership with its manager, expand rural access, and prioritize recruiting bilingual counseling talent.
- Collaborate with other CCEOK programs to serve internal clients and integrate mental health services into the broader continuum of care.
- Oversee referral and escalation procedures, crisis and emergency protocols, care coordination, scope-of-service boundaries, and other safeguards supporting safe, ethical, clinically appropriate care.

- Establish goals, policies, procedures, performance indicators, and outcome measures. Monitor client satisfaction, referral patterns, counselor productivity, utilization, access, and outcomes to guide improvements and expansion.
- Ensure compliance with applicable licensing, ethical, HIPAA, confidentiality, documentation, and professional standards.

Healing Ministries

- Oversee staff and programming for Rachel's Vineyard, Grief to Grace, and Healing the Whole Person; support volunteer involvement, leadership, and compliance.
- Ensure safe environment standards at each retreat and protect retreatant confidentiality and HIPAA compliance throughout application, participation, documentation, and reporting.
- Partner with the Healing Ministries Manager on budget planning, uphold accounting policies, and track and report retreat impact.

Reporting and Program Insights

- Partner with the Analytics Director to optimize existing dashboards and provide actionable insights that support continuous improvement. Help improve electronic health record (EHR) reporting and select meaningful measures of clinical impact, including family and marriage outcomes, alongside appointment volume and geographic reach.
- Provide regular written and verbal reports on staffing and stability, recruitment and retention, service utilization and access, network and partnership development, formation activities, outcomes, quality, risks, challenges, and progress toward strategic and annual goals.
- Recommend program growth, staffing, resource allocation, and service improvements; communicate clearly with leadership, staff, partners, and other stakeholders.

Budget Management and Financial Sustainability

- Oversee billing and revenue-cycle processes and develop sustainable, mission-aligned revenue streams that support program growth and financial stability. Work with the third-party billing partner to improve insurance collections and balance insured, sliding-scale, and pro bono services while preserving access for those in need.
- Participate in budget planning, monitoring, and resource allocation; identify staffing, training, program, and service-delivery needs requiring additional resources.
- Support evaluation of grant, donor, partnership, and other funding opportunities. Provide data and narrative information for reports, proposals, and sustainability planning.

Qualifications

Required Experience and Education

- Master's or doctoral degree in counseling, psychology, social work, marriage and family therapy, or a related mental health field.
- Current and appropriate professional licensure: LPC-S, LMFT-S, or LCSW.
- Demonstrated experience providing counseling or mental health services and supervising, leading, or managing mental health professionals.
- Strong understanding of ethical, professional, confidentiality, HIPAA, and documentation standards.
- Demonstrated ability to build partnerships and collaborative professional networks.
- Strong leadership, communication, organizational, and problem-solving skills.
- Ability to support and advance CCEOK's Catholic mission, values, and approach to service.
- Recommendation letter from a parish priest.

Preferred Experience

- Five or more years of progressively responsible experience in mental health, counseling, behavioral health, ministry, nonprofit, healthcare, or a related setting.
- Experience building or leading a counseling or mental health program and recruiting, developing, and retaining professional staff.
- Experience integrating clinical care with faith-informed, spiritual, or mission-based services.
- Knowledge of the Catholic Church, Catholic anthropology, and the relationship between mental health, human dignity, spirituality, and pastoral care. A practicing Catholic is strongly preferred, with familiarity with parish and diocesan structures and comfort engaging priests and parish communities.

Key Success Metrics

Performance will be evaluated through measurable outcomes that may include:

- **Team Stability:** Achieve and maintain an annual counselor retention rate of at least 85%; use regular check-ins and engagement assessments to guide improvements.
- **Counselor Network and Partnerships**: Maintain an active network of qualified Catholic counselors and referral partners and strategic Catholic and community relationships that strengthen access to care.
- **Ongoing Formation**: Implement structured formation and professional development with regular counseling team participation.
- **Access and Service Delivery**: Maintain timely access, reduce barriers to care, and implement multiple responsive methods of counseling and mental health support based on community needs.
- **Quality and Satisfaction**: Achieve established satisfaction and quality benchmarks for individuals and families receiving services.
- **Program Growth**: Meet annual goals for appropriate expansion, utilization, or improvement of counseling services.
- **Reporting**: Deliver accurate, timely, and actionable monthly or quarterly reports to organizational leadership.
- **Revenue**: Achieve annual revenue targets by optimizing insurance billing workflows, actively managing the sliding fee scale program, and maximizing billable service utilization.

Additional Expectations

- As a ministerial representative of CCEOK, align both professional and personal conduct with the ethical and moral standards of the Catholic Church.
- Pray daily for the needs of the poor through personal prayer, daily Mass, and/or adoration; be willing to learn and apply Catholic teaching in the role.
- Foster a shared culture of ministry across program operations and management, demonstrating mission-centered leadership, Catholic formation, and respect for human dignity.
- Bring clinical and ethical judgment, collaboration, relationship-building, strategic program development, data-informed decision-making, change management, accountability, and a focus on results.
- Balance administrative, supervisory, community outreach, and direct service responsibilities as needed. Work flexible hours, attend community and Church-related events, and participate in occasional evenings or weekends to support services, formation, and organizational needs.

About Cornerstone Executive Search

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