



JOB NOTICE

Date Posted: October 25, 2017

Closing Date: November 6, 2017

APPLICATION PROCEDURES: Send letters of intent and resume via INDEED or to Box Crisis-PM, HR, Compass Family and Community Services, Inc., 535 Marmion Avenue, Youngstown, Ohio 44502.

Program: Mahoning County Crisis Unit

Title: MC Crisis Unit Program Manager

Salary \$: Full Time with competitive salary and comprehensive benefit package.

1. ADMINISTRATIVE AND SUPERVISORY DUTIES

- a) Day-to-day supervision to direct service providers of program.
- b) Participate in decision- making regarding discipline, hiring and firing.
- c) Assessment of referrals, intakes and discharges for services to program.
- d) Complete and monitor implementation of Individual Service Plan (ISP), Risk Assessments, and Diagnostic Assessments as member of multi-disciplinary and interagency treatment team for clients on behavioral health caseload.
- e) Provide supervisory review and sign off of clinical documentation.
- f) Is responsible for creating the monthly schedule of clinical coverage.
- g) Ensure staff are functioning and performing within guidelines and standards set forth by accrediting bodies (i.e. OMHAS, CARF)
- h) Complete performance evaluations of staff.
- i) Provide training and staff development activities in areas such as advocacy, life skills training, empowerment, communication skills, documentation, medical necessity, and crisis intervention techniques and assessments.
- j) Oversee budgetary aspects of program in conjunction with fiscal department to ensure ongoing financial stability of program.
- k) Monitor and coordinate productivity expectations for Team.
- l) Participate actively and productively in agency meetings and case reviews.
- m) Assist with the review policy and procedures, as well as safety practices and procedures.
- n) Implement quality assurance activities to evaluate quality and appropriateness of services.
- o) Introduce and/or implement new ideas for improving the quality of care.
- p) Be attentive/responsive to feedback from persons served, significant others, and community providers/members.
- q) Share skills and expertise with other agency staff: e.g., log notes, in services, workshops, etc. and will advance own level of skill and competency through participation in continuing education opportunities.
- r) Implement activities to evaluate performance improvement quality and appropriateness of services.
- s) Maintains facilities license, certification and accreditation and meet any other applicable compliance requirements.

- t) Maximize program's financial performance.
- u) Ensure that judgements made about residents or activities on resident's behalf are appropriate both to the individual's functioning and the agency's risk tolerance standards.
- v) Designates initial site/supervision orders for each resident and makes necessary subsequent changes.
- w) Admission, discharge and step-up decisions.
- x) Reviews available information prior to admission and during the course of stay.
- y) Interactions with essential others is constructive and serves to advance the quality of care, the therapeutic milieu in the facility and the agency's standing in the community i.e. : Peers, staff, external service providers, family and concerned members of the community.
- z) Participates actively and productively in agency meetings and case reviews.
- aa) Introduces and/or implements new ideas for improving the quality of care.
- bb) Attentive/responsive to feedback from residents, significant others and community providers/members.
- cc) Shares skills and expertise with other agency staff: e.g. log notes, in-services, workshops, etc.
- dd) Advances own level of skill and competency through participation in continuing education opportunities

2. DIRECT SERVICE- INTERACTIONS with residents reflect competency in counseling and assessment and advance goals set forth in the ISP.

- a) Diagnostic assessment and formulation of ISP.
- b) Individual counseling.
- c) Group counseling.
- d) Spontaneous interactions and activities.
- e) Documentation is complete, timely, clinically accurate and substantive. Insures that sufficient psychosocial referral information is available as soon as possible.
- f) Meets productivity standards. Performance indicators: 25%
- g) Intake paperwork, progress notes, billing logs and discharge paperwork.
- h) Facilitates the acquisition of an adequate amount and quality of referral information.
- i) Makes collateral contacts to gather more psychosocial information.
- j) Reviews clinical documentation of assigned staff for quality, accuracy and timeliness
- k) Diagnostic assessment, mental status exam, progress notes, billing logs, risk assessment and termination summaries.
- l) Respond to crisis situations 24 hours a day, seven days a week as part of established on-call procedures and may require, evenings, weekends and holidays based on the program needs.
- m) Shares on call duties with other full time clinical staff for which additional compensation is received.

Qualifications:

Education/Experience: Minimum of master's degree in counseling, social work or related field with preferred LPCC/ LISW licensure. Four years related experience, preferably in residential treatment with emphasis on dual diagnoses, counseling/case management and/or community resource linkages or Registered Nurse (RN), BSN preferred with psychiatric certification and relevant 4 years psychiatric field experience. At least three years of supervisory experience with demonstrated ability to provide individual and group supervision. Must be able to provide coverage and to respond to emergencies on an on-call basis. Must possess the ability to maintain the health officer status.

Miscellaneous requirements: Criminal background check; Pre-employment drug screen; Clear driving record; First Aid/CPR certification, TB test.

Physical Demands: Periodic walking and standing during the day. May involve physical intervention with clients experiencing crisis situations. Potential exposure to blood borne pathogens.

Personal: Strong social, communication and written skills. Must have the ability to develop rapport and be perceived by residents and staff as approachable. Ability to multi-task; while maintaining accuracy and organization. Have a working knowledge of basic to intermediate electronic health records systems is preferred.

Exempt: Not eligible for over time

