



## JOB NOTICE

**SIGN ON BONUS: LISW/LPCC = \$1500.00**

**APPLICATION PROCEDURES:** Send letters of intent and resume to [jobs@compassfamily.org](mailto:jobs@compassfamily.org); via INDEED or mail to: HR Box/Program Manager, COMPASS Family and Community Services, 535 Marmion Avenue, Youngstown, Ohio 44502.

**Department:** Residential – Horizon House and Doris Burdman Home

**Title:** Program Manager

**Salary/Shift:** Full Time which includes Competitive pay and Comprehensive Benefits Package  
Day shift but may require weekends and holidays per needs of program

### **General Duties:**

#### **ADMINISTRATIVE AND SUPERVISORY DUTIES**

In collaboration with the Residential Program Director, will provide:

- Day-to-day supervision to direct service providers of program.
- Participate in decision- making regarding discipline, hiring and firing.
- Assessment of referrals, intakes and discharges for services to program.
- 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.
- Provide supervisory review and sign off of clinical documentation.
- Is responsible for creating the monthly schedule of clinical coverage.
- Ensure staff are functioning and performing within guidelines and standards set forth by accrediting bodies (i.e. OMHAS, CARF)
- Complete performance evaluations of staff.
- 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.
- Oversee budgetary aspects of program in conjunction with fiscal department to ensure ongoing financial stability of program.

- Monitor and coordinate productivity expectations for Team.
- Participate actively and productively in agency meetings and case reviews.
- Assist with the review policy and procedures, as well as safety practices and procedures.
- Implement quality assurance activities to evaluate quality and appropriateness of services.
- Introduce and/or implement new ideas for improving the quality of care.
- Be attentive/responsive to feedback from persons served, significant others, and community providers/members.
- 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.
- Implement activities to evaluate performance improvement quality and appropriateness of services.
- Maintains facilities license, certification and accreditation and meet any other applicable compliance requirements.
- Maximize program's financial performance.
- 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.
- Designates initial site/supervision orders for each resident and makes necessary subsequent changes.
- Admission, discharge and step-up decisions.
- Reviews available information prior to admission and during the course of stay.
- 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.
- Participates actively and productively in agency meetings and case reviews.
- Introduces and/or implements new ideas for improving the quality of care.
- Attentive/responsive to feedback from residents, significant others and community providers/members.
- Shares skills and expertise with other agency staff: e.g. log notes, in-services, workshops, etc.
- Advances own level of skill and competency through participation in continuing education opportunities

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

- Diagnostic assessment and formulation of ISP.
- Individual counseling.
- Group counseling.
- Spontaneous interactions and activities.
- Documentation is complete, timely, clinically accurate and substantive. Insures that sufficient psychosocial referral information is available as soon as possible.
- Meets productivity standards. Performance indicators: 20%
- Intake paperwork, progress notes, billing logs and discharge paperwork.
- Facilitates the acquisition of an adequate amount and quality of referral information.
- Makes collateral contacts to gather more psychosocial information.

- Reviews clinical documentation of assigned staff for quality, accuracy and timeliness
- Diagnostic assessment, mental status exam, progress notes, billing logs, risk assessment and termination summaries.
- 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.
- Shares on call duties with other full time clinical staff for which additional compensation is received.

**CLINICAL SUPERVISION DUTIES:**

- Meet regularly with non-independently licensed clinicians across all residential facilities to facilitate work supervision and/or clinical supervision according to the Counselor, Social Worker, and Marriage and Family Therapist Board standards of practice; Provide clinical guidance to residential clinicians related to direct client care as well as service documentation.
- Review and sign and/or approve clinical documentation of all non-independently licensed residential clinicians using the Credible EHR.
- Facilitate the completion of supervisory/peer reviews for all licensed residential clinicians.
- Coordinate with the residential program director and residential program managers to review and analyze data related to clinical documentation and supervisory reviews.
- Using data from the aforementioned documentation/supervisory reviews, assist the program director and program managers in making decisions related to the performance improvement process, as well as corrective actions of clinicians, when necessary.

**QUALIFICATIONS FOR JOB**

**Education/Experience:** Minimum of Master’s Degree in counseling with corresponding licensure in counseling or social work, LISW/LPCC required. Must have four years related experience, preferably in residential treatment with emphasis on adults with severe and persistent mental illness and co-occurring conditions, counseling/case management and/or community resource linkages. 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. Proficient in computer skills and familiarity with use of electronic health records. The Program Manager must also be able to provide direct service in counseling and psychotherapy in addition to supervisory duties.

**Technology:** Experience in Electronic Medical Records systems is preferred; Advanced knowledge of Microsoft Office products is preferred (Excel, Word, Powerpoint).

**Miscellaneous requirements:** Criminal background check, Pre-employment drug screen, clear driving record and reliable independent transportation; TB test; CPR/first aid certification required. Periodic walking and standing during the day. May involve physical intervention with clients experiencing crisis situations. Potential exposure to blood borne pathogens. Must meet COMPASS automobile liability insurance carrier guidelines to be insurable under the COMPASS policy. **Note:** COMPASS clients should be transported using a COMPASS vehicle, if a COMPASS vehicle is not available then the staff member is responsible to verify that they maintain adequate coverage through their personal carrier. If a COMPASS vehicle is not

available, then the staff member is responsible to verify that they maintain coverage through their personal carrier for business related travel, including the transporting of clients, and must provide proof of coverage to COMPASS prior to transporting any COMPASS clients.

**Interpersonal/Human Relation Skills:** Emotional stability, team builder, creative, innovator, good planning and organization skills; demonstrates strong communication skills and responds appropriately to spontaneous situations.

**Exempt:** Not eligible for over time

AN EQUAL OPPORTUNITY EMPLOYER - SERVICE PROVIDED THROUGH AFFIRMATIVE ACTION  
EOE-M/F/H including persons with disabilities and veterans