

DIRECTOR OF COMMUNITY PSYCHIATRIC SUPPORTIVE TREATMENT SERVICES

GENERAL DUTIES:

Manages the daily affairs of the adult Community Psychiatric Supportive Treatment (CPST) Unit, oversees the work of unit staff, and provides direct services to program patients.

SPECIFIC DUTIES:

1. Monitors and assures program compliance with internal and external service requirements.
2. Develops, monitors, and assures program compliance with annual program goals and objectives, including program-specific outcomes measures.
3. Devises strategies for tracking and managing unit performance and compliance with management expectations: creates internal data reports, analyzes reports provided by other sources, and uses data to drive planning and problem solving efforts.
4. Monitors program budgetary compliance: recommends problem solving action, where possible, in terms of expense compliance; and assures that revenue targets are met by meeting program service delivery projections.
5. Monitors and manages the productivity of individual program staff: assigns and delegates program work, assists staff in developing work management skills, and proposes corrective action, where required.
6. Assures that program staff comply with the organization's policies and procedures: models compliance, provides guidance in interpretation, provides feedback and encouragement, demands corrective action, when required, documents recurring difficulties, and recommends additional disciplinary action when performance problems persist.
7. Schedules unit meetings, as needed, to collect and distribute information, provide feedback, and address unit concerns. Keeps unit staff informed of program productivity, financial compliance and progress in meeting program goals and objectives.
8. Encourages positive morale among program staff: provides positive feedback, keeps staff informed of management decisions, responds to staff questions, works to resolve staff complaints, demonstrates positive attitude toward work and work requirements.

9. Works cooperatively with other Program Directors to assure service quality and coordination, solve case-related difficulties and resolve program-to-program problems or concerns.
10. Keeps apprised of emerging best practices, especially as they relate to severely mentally disabled adults, and advocates for the use of best practice techniques within the program.
11. Keeps the Vice President/Chief of Recovery Services apprised of concerns related to program performance, staff performance, or program and service needs; and works with him/her to implement problem-solving action.
12. Assists the President/CEO in organization-wide planning and problem solving, acts as a program advocate in determining organizational priorities and procedures, provides input into the development of the organization's annual plan and budget.
13. Represents the unit in management staff meetings.
14. Recommends new program staff for hire: screens resumes, chooses candidates for initial interview, conducts interviews, checks references, and schedules successful candidates for follow-up interviews with the Vice President/Chief of Recovery Services.
15. Orients and trains new program staff: devises an orientation schedule, reviews job expectations, assures exposure to the organization's policies and procedures, provides training in documentation requirements and clinical practice standards, monitors performance, and provides feedback.
16. Assists the Vice President/Chief of Recovery Services, in determining salary recommendations for new hires and annual pay increments for continuing staff based on staff performance.
17. Provides or assures the appropriate clinical supervision for program staff.
18. Evaluates the job performance of program staff on an annual basis, utilizing standard forms and procedures; and provides on-going encouragement and direction regarding performance improvement and professional development.
19. Reviews referrals for program services, determines service appropriateness, assigns cases, and maintains and oversees any waiting list.
20. Provides direct services to regular program patients, including: assessment, diagnosis, treatment planning, linking to other services, monitoring service

delivery, advocacy, and assistance in developing basic skills.

21. Provides back-up to assigned staff providing CPST to patients hospitalized at state psychiatric facilities in accordance with patient need and established organizational standards for frequency of contract, advocates and plans for patient discharge, as appropriate, and facilitates linkage to community resources.
22. Completes necessary documentation of services provided, in accordance with Quality Assurance standards and within the required time frames.
23. Provides occasional consultation and educational services to the community
24. Establishes and maintains positive relationships with other service agencies serving a similar patient population.
25. Represents the organization in community planning and coordinating groups, as required or assigned.
26. Provides, at a minimum the expected levels of billable services assigned to his/her position.
27. Maintains professional licensure, keeps up to date with required organizational trainings, and assists the Vice President/Chief Operating Officer in assuring that all program staff remain appropriately credentialed.
28. Attends and participates in staff meetings, management meetings and supervisory sessions, as required, and in other committees, quality improvement teams and task forces, as assigned.
29. Abides by the corporate policies and procedures with special attention to the Policy on Patient Rights, the Confidentiality Policy, the Counseling Center's Code of Ethics and the Code of Ethics of his/her specific profession.
30. Completes other duties, as assigned or as required for efficient and effective operation of the program and/or the organization.

SUPERVISORY RESPONSIBILITIES:

1. Oversees and administratively supervises the work of all clinical and paraprofessional program staff
2. Provides formal clinical supervision to individual program staff, as required, or to other organization staff, as assigned.

WORKING CONDITIONS:

1. Position is generally office-based but requires a moderate amount of on-site work in the community, at residential sites or at the state hospital, depending on patient need
2. Position requires flexible scheduling, as necessary, to address patient needs
3. Position requires exposure to difficult, resistant, or psychotic patients, and those with the potential for self-injurious or acting-out behavior

CLINICAL SUPERVISOR: None required

ADMINISTRATIVE SUPERVISOR: Vice President/Chief of Recovery Services

POSITION TYPE: Exempt

POSITION CLASSIFICATION: Director of Community Psychiatric Supportive Treatment Service

WORKER CREDENTIALS/CHARACTERISTICS:

1. Licensed as an LISW-S, or LPCC-S
2. Knowledge and experience in working with a severely disabled psychiatric population
3. Knowledge of DSM and/or ICD diagnostic categories and criteria
4. Ability to communicate effectively in written and oral form
5. An operational knowledge of basic Microsoft software applications, adequate to devise a document and create a simple spreadsheet.
6. Experience in management and administration, or evidence of both the ability and a commitment to develop these skills.
7. Capacity for self-motivation and the ability to deal appropriately with sensitive issues
8. A commitment to quality care including timely and accurate documentation
9. Ability to relate effectively to coworkers at all levels of the organization
10. A valid driver's license, evidence of personal automobile insurance and of

insurability by the organization's automobile liability insurance carrier

KEY PERFORMANCE INDICATORS:

1. Successful achievement of annual program productivity targets
2. Financial stability of program as demonstrated by revenue that equals or exceeds expenditures
3. Substantial compliance (80%) with annual program goals and objectives as contained in the approved agency annual plan
4. Achievement of personal productivity expectation
5. Satisfactory, or better, ratings on the annual performance evaluation
6. Timely and accurate completion of paperwork and compliance with Quality Assurance criteria
7. Evidence of sincere attempts to provide good customer service

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(CmgtDir.JD 1/98 rev.)

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