

MOBILE YOUTH STABILIZATION SERVICE SUPERVISOR

GENERAL DUTIES:

Manages the daily affairs of the Mobile Response Stabilization Service (MRSS), oversees the work of team, and provides direct services to program clients.

SPECIFIC DUTIES:

1. Develops procedures and processes to assure MRSS program compliance including meeting fidelity standards with OMHAS and/or other internal and external standards. (See MRSS Fidelity Standards. Current version Benchmark tool version 11.18.2021)
2. Devises strategies for tracking and managing MRSS performance and compliance by creating internal data reports, analyzes reports provided by other sources, and uses data to drive planning and problem-solving efforts.
3. Monitors and manages the productivity of individual MRSS staff; assigns and delegates program work assuring shift coverage, assists staff in developing work management skills, and proposes corrective action, where required.
4. Orients and trains new MRSS staff, devises an orientation schedule, reviews job expectations, assures exposure to the organization's policies and procedures, provides training in documentation requirements and MRSS fidelity standards, clinical practice standards, monitors performance and provides feedback.
5. Assures that program staff comply with the organization's policies and procedures; models compliance, provides guidance in interpretation, provides feedback and encouragement, provides corrective action when required, documents recurring difficulties, and recommends additional disciplinary action when performance problems persist.
6. Keeps apprised of emerging best practices, especially as they relate to serving youth and their families who are in crisis, and advocates for the use of best practice techniques within the program.
7. Provides or assures the appropriate clinical supervision for MRSS staff, including paraprofessional assistants, including being available or having another appropriately credentialed staff with training in MRSS available for 24/7/365 supervision in the absence of the MRSS manager.
8. Regularly schedules team meetings to collect and distribute information, provide feedback, and address concerns. Keeps staff informed of program productivity, financial compliance, and progress in meeting program goals and objectives.

9. Encourages positive morale among MRSS 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.
10. Works cooperatively with all Program Directors to assure service quality and coordination, solve case-related difficulties, and resolve program-to-program problems and concerns.
11. Keeps the Director of Specialized Services for Children and as needed the Vice President/Chief Clinical Officer (CCO) apprised of concerns related to program performance, staff performance, or program and service needs and works to implement problem-solving action.
12. Participates in interviews for candidates for MRSS positions. Recommends new program staff for hire in conjunction with the HR department.
13. Evaluates the job performance of MRSS staff on an annual basis, utilizing standard forms and procedures, and provides ongoing encouragement and direction regarding performance improvement and professional development
14. Assists the Vice President/Chief Clinical Officer in determining salary recommendations for new hires and annual pay increments for continuing staff based on staff performance and production.
15. Monitors requests for the use of children's service broker funds and recommends needs for funding to the Director of Specialized Services for Children or the Vice President/CCO.
16. Participates in all aspects of the MRSS program to fidelity, as needed including: triage/screening, mobile response, and ongoing stabilization.
17. Completes necessary documentation of services provided, in accordance with agency quality assurance standards and within the required time frames.
18. Provides, at a minimum, the expected levels of billable service assigned to his/her position.
19. Works collaboratively within the community to educate the community regarding the MRSS service assuring accurate marketing of the service.
20. 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.

21. Attends and participates in staff meetings, management meetings, and supervision sessions, as required, and in other committees, quality improvement teams, or task forces, as assigned.
22. Abides by the corporation's 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 for his/per particular profession.
23. Completes other duties, as assigned, or as required for the efficient and effective operation of the program and/or organization.

SUPERVISORY RESPONSIBILITIES:

1. Oversees and administratively supervises the work of all clinical and paraprofessional program staff.
2. Provides clinical oversight of the work of the paraprofessional assistants.
3. Arranges for supervisory coverage for MRSS staff when supervisor is unavailable.

WORKING CONDITIONS:

1. Position is both community and office based, requiring on-site work directly with MRSS youth and their families in their homes, schools, or an agreed upon location.
2. Position requires a flexible schedule, designed to accommodate the needs and situations of the MRSS youth and family.
3. Position requires exposure to difficult and complex youth and/or families, as well as some persons with the potential for acting-out.

CLINICAL SUPERVISOR: None required

ADMINISTRATIVE SUPERVISOR: Director of Specialized Services for Children/Vice/President/Chief Clinical Officer

POSITION TYPE: Exempt

POSITION CLASSIFICATION: MRSS Manager

WORKER CHARACTERISTICS:

1. Licensed in Ohio as an LISW, LISW-S, LPCC, LPCC-S or eligible for

independent licensure within 6 months of hire.

2. Knowledge of theoretical and practical approaches to child and family counseling and the ability to implement them with a variety of populations.
3. Experience or training in work with children or adolescents and their families and a commitment to community-based care.
4. Knowledge of DSM and ICD diagnostic categories and criteria.
5. Ability to communicate effectively in written and oral form.
6. An operational knowledge of basic Microsoft software applications, adequate to devise a document and create a simple spreadsheet.
7. Experience in management or administration or evidence of both the ability and a commitment to develop these skills.
8. Capacity for self-motivation and the ability to deal appropriately with sensitive issues.
9. A commitment to quality care including timely and accurate documentation.
10. Ability to relate effectively to coworkers at all levels of organization.
11. A valid driver's license, a satisfactory driving record, and 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. Attainment of meeting MRSS fidelity standards for certification of the program.
4. Satisfactory, or better, ratings on the annual performance evaluation.
5. Achievement of personal productivity expectation for clinical service delivery.
6. Timely and accurate completion of paperwork and compliance with Quality Assurance criteria.
7. Evidence of sincere attempts to provide good customer service.