



# Program Director of Crisis and Emergency Services

**Job Code:** DIRCES - 127  
**Revision Date:** Dec 21, 2018

**Salary Range:**  
\$34.75 - \$56.84 Hourly  
\$2,780.00 - \$4,547.20 Biweekly  
\$72,270.00 - \$118,226.00 Annually

**FLSA:** Exempt

## Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

## General Description

The purpose of this job is to direct and supervise the Crisis and Emergency Services Department's programs and treatments and monitors clients' outcomes. Develops a continuum of care plan to meet vision, mission, and strategic plan objectives. The department is responsible for Mobile Crisis Outreach, Crisis Hotline, allocated PESC funds, PASRR Program, Pre-Admission Screening and Resident Review Liaison, the EOU Qualified Mental Health Professional team, and the administrative support team.

This class works independently, under limited supervision, reporting major activities through periodic meetings. Reports directly to the Chief of Crisis & Emergency Services.

## Duties and Responsibilities

**The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.**

- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- The Crisis Services Director is responsible for implementation, administration, management, supervision, and policy and procedure that enable individuals of the El Paso County access to services 24 hours a day, 365 days per year.
- Coordinates operationally with the Crisis Intervention Team (CIT) under the Crisis & Emergency Services Division, monitors the efficient navigation and transition of patients from this CIT unit and the Crisis unit, and ensures that the Crisis unit directly supports the CIT unit as needed.
- Coordinates, assigns and reviews work and establishes work schedules; maintains standards; monitors status of work in progress; inspects completed work assignments; answers questions; gives advice and direction as needed.

- Monitors management of all contracts and agreements with all entities associated with the Crisis departments. Oversees monitoring of all contract measures and participates in the creation and implementation of performance improvement plans identified to meet contract measures.
- Provides oversight of the day to day operations of the Crisis and Emergency Services department, programs and funding sources.
- Provides oversight of and may participate in the authorization for programs utilizing PESC funding
- Develops and maintains processes to ensure clinical and operational efficiency of emergency services systems of care.
- Creates and analyze reports to monitor compliance, productivity for both internal and external (community stakeholder) distribution.
- Participates in creation of budgets and ensure budgets are finalized, monitored, and actualized for each respective unit; participates in the creation and implementation of improvement plans associated with accounting accuracy of expenditures as needed.
- Oversees and insures compliance with rules and regulations, including Medicare, DSHS, the Joint Commission, Certified Community
- Behavioral Health Clinics, and Center policies. Ensures services are carried out according to guidelines; assists in the creation and implementation of corrective action plans to ensure all targets are met.
- Participates in community stakeholder meetings.
- Researches data of existing service outcomes to identify operational opportunities for improvement, observe consumer trends, and for potential expansion of additional emergency services.
- Establishes and manages relationships with community Hospital Emergency Room, inpatient psychiatric facilities, law enforcement, and all relevant funding sources.
- Conducts trainings and presentations for staff and community organizations.
- Performs other duties as assigned.

### **Minimum Education and Experience Requirements**

Requires a Master's Degree in Health or Human Services, Social Services, Rehabilitation, Emergency Management, or related field, supplemented by four (4) years of experience as a chemical dependency or mental health counselor, emergency management services or closely related field; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

### **Required Knowledge and Abilities**

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

### **Physical Demands**

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

### **Unavoidable Hazards (Work Environment)**

- None

### **Special Certifications and Licenses**

- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

### **Americans with Disabilities Act Compliance**

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

### **Other Job Characteristics**

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

**Note:** This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.