



Program Manager of Crisis and Emergency Services

Job Code: PRMGR - 122
Revision Date: Dec 21, 2018

Salary Range:
\$27.22 - \$44.54 Hourly
\$2,177.60 - \$3,563.20 Biweekly
\$56,625.00 - \$92,633.00 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

Provides administrative supervision to all staff assigned to the Crisis Unit which includes Mobile Crisis Outreach Team, the Crisis Hotline, the EOU Qualified Mental Health Practitioners, and supporting administrative staff. Promotes a work environment that encourages teamwork. The Crisis Services Manager is responsible for implementation, administration, management, supervision, and policies and procedures that enable individuals of the El Paso County access to services 24 hours a day, 365 days per year. The administrator manages day-to-day functions of the Crisis Unit. Responsibilities include program(s) implementation, management, supervision and enforcement of policies and procedures that enable consumers appropriate services as needed.

This class works independently, under limited supervision, reporting major activities through periodic meetings. This position reports directly to the Director 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.
- Provides direct care, implements operational changes, and ensures policy and procedure compliance as directed by Director of Crisis and Emergency Services.
- 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.
- Provides administrative and clinical supervision to Program Staff to manage day-to-day progress with crisis services provided.
- Responsible for the interactions with other agencies and organizations. Provides training to community, law enforcement agencies regarding mental health issues.
- Meets weekly with assigned staff, individually or in a group, and is available on a daily basis to staff cases and provide immediate support when crisis emergencies occur.
- Ensures regulatory documentation via monthly compliance audits. Provides on-going training and monitoring of necessary clinical paperwork and develops plan of improvement when paperwork/performance audits are below acceptable standards.
- Ensures facility is functional, maintained, and in compliance with safety regulations.
- Assists with data collection in order to observe consumer trends and improve service provision and operational coordination.
- Responds to referrals and inquiries from the hospital emergency rooms, psychiatric facilities, law enforcement, EHN employees, family members, and the community regarding clients who suffer from mental illness and are in crisis.
- Performs other duties as assigned.

Minimum Education and Experience Requirements

Requires a Bachelor's Degree in Health or Human Services, Social Services, Rehabilitation, Emergency Management or related field, supplemented by two (2) 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. Master's degree preferred.

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.