

Job Title: Program Director, Crisis

Job Type: Behavioral Health

Category: Human Services

Job Exposure Level: I

HIPAA Level: I, II, III, V, VI

Job Purpose: The primary responsibility of the Program Director is to provide clinical and operational management for the clinical unit assigned. This position provides leadership and coordination within the area of responsibility and serves as a tactical point person as it relates to the care of the people we support, staff development, physician relationships, quality initiatives, program development and corporate-wide success.

Essential Job Functions:

1. Work directly with the Vice President of Operations, Crisis to manage the daily operations of the center.
2. Develop and implement tactical work plans to support the goals and objectives of the organization.
3. Ensure that the unit is clinically staffed appropriately including, but not limited to 24-hour responsibility and ability to cover all shifts (day and night).
4. Analyze patient flow problems and assist in instituting corrective actions in a timely manner.
5. Monitor clinical staff performance compliance with established timeframes.
6. Interface with providers, managers and staff to facilitate communication and improvement activities.
7. Function as an electronic health record super user working closely to ensure that appropriate training, error monitoring and corrections are completed in a timely manner.
8. Assist as directed with the development and implementation of corporate policies and procedures.
9. Provide direction and support for clinical staff in order to achieve the clinical goals and objectives of the unit and program.
10. Ensure efficient flow for people supported on the unit by managing the activities for the day by staff, people we support, providers and students
11. Ensure that equipment and supplies are readily available at the time they are needed and in emergencies; includes medications, lab processing and notification of emergency medical services when indicated.
12. Implement infection control and standard precautions.
13. Oversee and control stock drugs and controlled substances, including monitoring of all clinical logs for accuracy and completion.
14. Coordinate and prepare clinical staff for potential weather-related disasters.
15. Prepare, administer, and oversee the budget in conjunction with the Vice President of Operations, Crisis and the Budget Officer. Ensure regular and clear communication with staff on budget goals.
16. Manage staff (e.g. hiring, development, performance, terminating, etc.), to ensure utilization of positions assigned to best meet the needs of the individuals served.
17. Attend and actively participate in meetings and training as required. Maintain current licensure and certification in all agency, state and federal training requirements.
18. Demonstrate knowledge of and comply with all agency policies and procedures, as well as state and federal statutes and regulations related to specific program areas.
19. Demonstrate knowledge of emergency procedures and assist in crisis situations.
20. Complete all other relevant responsibilities as assigned by the supervisor.
21. Driving and travel may be required.

Prerequisites:

1. Licensed to practice as a Registered Nurse in North Carolina by the North Carolina Board of Nursing preferred
2. Bachelors in Nursing preferred.
3. 4 years experience in Behavioral Health, post RN licensure preferred.
4. Meet qualifications of a Qualified Professional (QP) preferred.
5. Function and relate to people with mental health, developmental disabilities and substance use disorder.
6. Valid North Carolina Driver License.