

Lutheran Family Services

Job Description

Rev. 2021

Job Title: Program Director
Supervisor (title): State Director- Home and Community Based Services
Department: ACTT
Approved by: S. Sharpe *SS* **Date:** 2/4/2021

Position Purpose/Summary *(A brief descriptive statement that summarizes the overall purpose and objectives of the position, the results the worker is expected to accomplish and the degree of freedom to act.):*

The Assertive Community Treatment Team (ACTT) is designed to serve as a comprehensive, multi-disciplinary treatment team providing for the periodic service needs of consumers with severe and persistent mental illnesses. The majority of services are provided in the consumer's home/community. The Program Director is responsible for development and administrative oversight of the service, as well as ongoing evaluation and modification of the program (as needed) in order to ensure fidelity to the model. A major area of responsibility is to establish, administer, and direct the day-to-day clinical operations of the ACT Team. He or she supervises and evaluates ACTT staff members in conjunction with appropriate psychiatric support to ensure the provision of high quality, clinically sound services. In addition, the Program Director functions as a practicing clinician on the Team. The Program Director performs all duties with a high degree of independence, but always within the boundaries established by state regulations and the ACTT model itself.

Essential Functions *(List the tasks, duties, and responsibilities of the position that are most important to get the job done. The responsibilities should be listed in the order of importance, with the highest priority functions first. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

1. Manage staff recruitment procedures, train new employees, and complete evaluations of staff performance.
2. Direct day-to-day clinical operations of the ACT Team including scheduling staff work hours to assure appropriate coverage for weekday, weekend, and after-hours on-call services.
3. Lead/Facilitate daily organizational staff meetings and treatment planning meetings to review daily work with staff and offer feedback/supervision as needed; and to arrange for follow-up as needed on a daily basis.

4. Develop and maintain ACTT program policies and procedures, and revise as necessary.
5. Develop and administer program budget and oversee the billing process in order to maximize revenues.
6. Supervise medical records management assuring compliance with agency policies, state rules, and Medicaid requirements.
7. Conduct regular, ongoing quantitative and qualitative record/utilization reviews.
8. Oversee admissions process and development of person-centered treatment plans for each ACTT client.
9. Conduct a comprehensive, initial assessment of each consumer's history with a particular focus on residential history and assessment of independent living skills.
10. Provide ongoing assessment of consumers' symptoms and response to treatment, rehabilitation, and supportive services.
11. Provide treatment, rehabilitation, and supportive services to clients which may include individual and group psychotherapy; case support activities (e.g., assisting consumers with meeting their needs in the areas of housing, financial supports, physical health, and recreation and socialization); support with activities of daily living (such as skill training and/or assistance in the areas of money management, performance of household activities, meal preparation, and grooming/personal hygiene); medication administration; and crisis intervention.
12. Document the consumer's progress and maintain a permanent record of each intervention/activity performed on behalf of the consumer according to established and approved policies and procedures.
13. Serve as primary back up for the on-call staff member, providing consultation as supervision as needed.
14. Develop and maintain working relationships with members of community organizations – and to work collaboratively with professionals, consumers, and family members.
15. Other duties as assigned by supervisor.

Supervisory Responsibilities, if any (*The scope of the person's authority, including the positions that report to the incumbent.*):

The incumbent supervises administrative and clinical operations of the team which includes but is not limited to: *Case Manager, Clinician, Nurse, Psychiatrist, Substance Abuse Counselor Vocational Specialist, Peer Support Specialist, Office Manager.*

Qualifications (Minimum Job Requirements): *The requirements listed below are representative of the knowledge, skill, and/or ability required for the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

Education: Must hold a master's degree in social work, psychology, psychiatric nursing, or a related human-services field.

Experience: A minimum of four years' experience providing clinical and rehabilitative services for persons with severe and persistent mental illnesses is required; at least one year of experience should involve working in an ACTT program. Supervisory and program management experience is highly desired.

Specific skills/abilities: This position requires flexibility; acuity in psychosocial assessment; a demonstrated ability to share information with members of a team in a timely and accurate manner; strong organizational skills; and skills in the area of time management. Appreciation of and respect for diversity; sensitivity; and the ability to form lasting relationships with persons who may have difficulty trusting.

Specialized knowledge, licenses, etc: **Must be a licensed mental health professional holding any of the following license: licensed psychologist, licensed psychological associate, licensed clinical social worker, licensed professional counselor, licensed marriage and family therapist, licensed psychiatric nurse practitioner, clinical nurse specialist certified as an advanced practice psychiatric clinical nurse specialist.**

Suitable applicants must possess a thorough knowledge of the ACTT model. They should be familiar with the characteristic symptoms of severe and persistent mental illnesses (such as schizophrenia and bipolar disorder) and have a solid, basic knowledge of psychotropic medications. In addition, the employee must have a valid driver's license and must maintain a safe driving record, acceptable to the insurance carrier for Lutheran Services Carolinas.

Preferences (Optional): (*Preferred attributes for the position, which are not absolutely required in the minimum qualification - e.g. masters degree, bilingual*).

The successful applicant needs to be able to engage in creative problem-solving and have the ability to withstand a high degree of stress. He/she must have a demonstrated commitment to client rights and personal preferences in treatment.

Working Conditions/Physical Requirements: *(Please list work conditions for physical or other important issues which relate to the job; the conditions listed should be representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions).*

1. Exposure to extreme behaviors.
2. Navigating in areas that may have history of street drugs/crime.
3. Ambulatory in all locations, ability to navigate steps.
4. Ability to bend, stoop, and reach overhead.
5. Must be available for on call hours.
6. Minimum lift and carry requirement of 25 pounds.

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.