



Career Opportunity

- Posting Date: 2/5/2012
- External Closing Date: 2/19/2012
- Position: Access Crisis Services Supervisor
- Classification: Exempt
- Location: Jackson
- Status: Full-time
- Division/Department: Clinical Services/Access
- Reports To: Access Clinical Manager, Jackson
- Supervises: Access Specialists, Access Consumer Support Associates

General Summary and Essential Functions:

The Access Crisis Services Supervisor position is responsible for ensuring exceptional customer service and clinical care to any community member making contact with the Access Center or requiring intervention in the community. This position is responsible for oversight of staff to ensure provision of timely and clinically appropriate screening and crisis interventions, by phone or face-to-face, that adheres to the standards of LifeWays, Department of Community Health Access Standards, and Commission on Accreditation of Rehabilitation Facilities (CARF). This position also oversees and ensures crisis transport availability through prioritization of consumer needs and agency resources. This position is responsible for ensuring adequate staffing levels at all times for the specialists and consumer associates, the incumbent is responsible for performing all duties of the direct reports, as needed.

- Responsible for the management and supervision of the Access Specialist and Consumer Support Associate staff ensuring that timely and clinically appropriate screening and crisis interventions, by phone or face-to-face, and mobile crisis services are performed

that adhere to the standards of LifeWays, Department of Community Health Access Standards, and Commission on Accreditation of Rehabilitation Facilities (CARF).

- Oversees provision of clinically competent interventions determining if further referral or a higher level of intervention is required and ensuring the person is successfully linked to those services.
- Manages crisis/emergency situations which include the assessment of verbal and non-verbal presentation and external factors that suggest potential harm to self and others.
- Responsible for staffing schedules, mobile crisis services and crisis services that ensure the best customer service as well as meeting Department of Community Health (DCH) timeliness standards. The incumbent is required to cover shifts and duties of the Access Specialist and Consumer Support Associate staff, when needed.
- Responsible for scheduling and coordinating business hours schedules, after hours on-call crisis coverage and holiday hours, ensuring adequate staffing. The incumbent is required to cover on-call crisis coverage/duties and holidays of the Access department staff including; Access Specialists and Consumer Support Associates, when needed.
- Provides supervision and coordination of the company vehicle usage in accordance with the vehicle use procedures.
- Oversees provision of trauma sensitive and recovery focused crisis interventions, information and referral to individuals calling the crisis line during business hours.
- Oversee provision of brief phone screenings to determine if risk factors exist to warrant a full evaluation for Community Mental Health services.
- Serves as primary contact person for inpatient continued stay reviews and aftercare planning.
- Ensures monitoring of crisis intervention room cameras to ensure safety of staff and consumers. The incumbent is required to cover and monitor the cameras and observe staff for training purposes.
- Provides assistance in monitoring the waiting list, when active, and performing follow-up calls.

- Responsible for ensuring documentation of all information regarding consumer treatment in electronic medical record and reviewing documentation of supervised staff to ensure accuracy and clinical appropriateness.
- Required to travel to meet regularly with provider network staff, hospital staff, community resources meetings, and DCH to ensure good working relationships, accurate referral information, and identifying and resolving barriers. These meetings generally occur in Jackson and Hillsdale counties, but travel within the State of Michigan may be necessary.
- Travel is required to manage unexpected crisis situations throughout the State of Michigan at unexpected times to meet the needs of community members and consumers.
- Ensure compliance with Department of Community Health (DCH) standards.
- Provides individual coaching to staff monthly.
- Responsible for planning and development of substance abuse programs needed for consumers. Required to travel to meetings within the State of Michigan.

Job Specifications (Knowledge, Skills, and Abilities):

- Bachelor's degree in human service field, required
- Masters degree in human service field, preferred.
- Appropriate licensure with the State of Michigan. Must have minimum of LLBSW to meet DCH requirements.
- CPR, EAD and First Aid Training, preferred.
- Must have reliable transportation*

*LifeWays vehicles are provided to employees with a valid MI motor vehicle operator's license/chauffer's license for the purpose of transporting consumers. Personal vehicles may be used for company business when drivers meet the following; valid MI motor vehicle operator's license and proof of personal vehicle insurance in accordance to guideline.

- At least 2 years experience with Mentally Ill, Developmentally Disabled, and Co-occurring adults and children as well as children with Severe Emotional Disturbance.

- Project management experience, preferred.
- At least two years of supervisory experience, in a clinical setting, preferred.
- Experience in crisis intervention and assessment.
- Ability to manage multiple tasks independently.
- Proficient in computer applications including Microsoft Office Suite (Word, Excel, Outlook), Electronic Medical Record, LifeWays Intranet and Internet applications.
- Excellent organizational and time management skills.
- Confidentiality.
- Excellent written and verbal communication skills.
- Knowledge of HIPAA (Health Insurance Portability Accountability Act) Compliance, preferred.
- Experience using office equipment, including: cellular telephone; VOIP desktop telephone; copier, fax machine, scanner, laser printer, computer, and calculator.
- Availability to work nights, weekends and holidays; 30 to 45 minute response time to Jackson and/or Hillsdale.

Excellent salary, benefits, plus a flexible team environment. Please submit cover letter/resume to Kerry Klee-Tiesman, HR Director, 1200 N. West Ave., Jackson, MI 49202 or email hr@lifewayscmh.org. No phone calls. Deadline to apply 2/12/2012. EOE