



TOUCHSTONE
MENTAL HEALTH

JOB DESCRIPTION
MENTAL HEALTH SUPERVISOR

Program: New Hope Assisted Living Apartments
Reports To: Assisted Living Director

Classification: Exempt
FTE: .60 fte
Pay Grade: xx

Position Summary

This position provides an array of services that support client recovery and facilitate safe, secure, supportive intervention and crisis prevention. This position also provides supervision and leadership for mental health services. This position functions as a part of the leadership team at the assisted living and across the agency. This position requires a varied schedule.

Essential Job Functions

Supportive & Motivational Client Relations

- Establish supportive and motivational relationships with clients, ensuring an atmosphere of safety, security and responsible mental health care.
- Serve as a role model and coach for clients regarding developing and using effective problem solving, decision-making, conflict resolutions, independent living skills and responsibilities.
- Know current level of functioning of clients and appropriate needed interventions. Assist clients in understanding and management of mental health issues. Observe client behavior and physical and emotional symptoms and perform behavioral management interventions, as needed. Address co-occurring chemical health concerns.
- Assist clients in understanding and management of mental health and chemical dependency issues. Meet as needed with clients to assist in skill building for managing symptoms of their illness.
- Learn the independent living skills development needs of clients to assist clients as needed in implementing goals and objectives for meal planning and preparation, housekeeping, laundry, proper use of household appliances and furniture, shopping, budgeting, etc. Provide training, demonstration, and observation both individually and in group sessions about identified areas. Make accommodations as needed to assure client and staff safety. Provide assistance if a client is not able to complete a task.
- Coordinate delivery of non-medical services to effectively address client needs. Encourage clients to use natural supports and mainstream community resources to support goals around living in the community. Provide clients with logistical and organizational support for planning and resolving potential barriers. Refer clients in crisis to appropriate resources and provide follow-up.
- Assist clients in scheduling appointments and ensure transportation as needed. Accompany clients to appointments, as needed.
- Assist clients with facilitating community meetings and activities to engender self-governance. Support development of leadership skills and contributing roles for clients. Encourage and model direct communication among community members about concerns.
- Supervise self-administration of medications to assist in skill building for managing their illness.
- Facilitate problem-solving between roommates.

Program Administration

- Coordinate with nursing supervisor to complete mental health diagnostic assessments, as needed. Ensure care plans reflect clients' needs and service desires. Oversee the completion of the mental health portion of individual plans with clients and team members. Communicate instructions and methodologies as appropriate to ensure that plan is implemented correctly. Ensure mental health services are individualized and reflect quality standards.
- Provide crisis intervention services for clients and support the crisis intervention work of other team members.
- Maintain ongoing communication with families, community providers, and others as needed to promote the health and well-being of clients.
- With program director, ensure the implementation of evidence-based practices by staff.
- Provide services individually and in groups as programming requires. Document attendance, interaction, and relevance to individual plan.
- With program director, monitor standards and compliance issues.

Staff Management & Leadership

Direct and supervise staff to ensure effective implementation of the agency's mission, goals and objectives. Establish and clearly communicate performance expectations and delegated responsibilities. Provide ongoing coaching, training and support, and create an atmosphere for open communication.

- Oversee recruitment and hiring of staff. Maintain the proper staffing levels. Conduct performance evaluations.

- Share emergency shift coverage and coordination responsibility to ensure adequate program coverage.
- Understand and implement agency policies and relevant external regulations related to staffing.
- Model positive service practices for staff. Provide individual and group consultation, guidance and support to staff members. Maintain high performance standards for staff.
- Identify training needs and implement training opportunities.
- Coordinate with program director to develop annual staffing budget. Monitor actual expenses against budget.

Program Team Member

- Participate in team meetings and processes for communication concerning clients and facility.
- Follow established program and agency protocols, policies and procedures. Provide team with thorough, timely, legible, accurate, objective information. Provide input for client care plans. Collaborate with staff regarding client goals and objectives.
- Maintain a collaborative relationship with team. Provide help to other team members as needed.
- Participate in creating an overall positive community atmosphere with other staff and clients.
- Supervise facility as senior staff on shift when necessary. Be available for emergency coverage on short notice, if necessary.
- Complete required trainings, both upon hire and annually.

Other Duties

- As assigned.

Physical Requirements

The work of this position entails the use of standard office equipment as well as a wide variety of household appliances and equipment including but not limited to the clothes washer and dryer, dishwasher, stove, microwave oven and vacuum cleaner. The work of this position requires that the incumbent be able to see, hear, speak, read and write English clearly in order to ensure client welfare and development. This position requires the ability to drive an automobile on a daily basis. This position will also be approved to use agency vehicles. The incumbent must be able to climb stairs and use fingers for 2/3 or more of the hours worked; remain in a static position, for up to 2/3 of the hours worked; and kneel, reach, stand walk, push, pull, lift, use fingers, grasp perform repetitive motions, carry and drive for up to 1/3 of the hours worked. The incumbent must also be able to lift up to 10 lbs from the waist, knee or floor.

Qualifications

Education and Experience

- Ability to meet the Minnesota Department of Human Service Rules for qualifications of a mental health professional required.
- Experience working with people who have severe and persistent mental illness required.
- Experience in a leadership and supervisory role required.
- Advanced knowledge of evidence based treatment practices and methods required.
- Experience or knowledge of chemical dependency issues for adults with mental illness required.

Knowledge, Skills and Abilities

- Ability to intervene appropriately in crisis prevention and de-escalation when necessary.
- Ability to communicate effectively and persuasively orally, in writing and on both an interpersonal and group level.
- Knowledge and ability to facilitate groups.
- Excellent interpersonal skills with people from differing backgrounds and cultures.
- Ability to be flexible in meeting scheduling needs.
- Ability to maintain confidentiality of client information and appropriate boundaries.
- Familiarity with Microsoft Office suite, particularly Microsoft Outlook.
- Ability to maintain a clean driving record, a current driver's license, and auto insurance coverage meeting Touchstone Mental Health policy limits.

The above statements are not intended to encompass all functions and qualifications of the position. Rather they are intended to provide a general framework of the essential requirements of the position. Job incumbents are required to perform other functions not specifically addressed in this job description.

Signature

Date