

.POSITION DESCRIPTION**PROGRAM MANAGER, WELLNESS RECOVERY CENTER**

Wellness Recovery Center
Center for Access and Case Management
Region Ten Community Services Board

JOB TITLE: Program Manager, Wellness Recovery Center

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a supervisory, professional level (FLSA exempt) position in which the incumbent serves as a Program Manager at the Wellness Recovery Center, a Region Ten program for adults experiencing a mental health crisis. Under the direction of the Wellness recovery Center director, the incumbent assists with clinical training, staffing, coordinating program services, and supervision of staff.

The incumbent reports to the Director of the Wellness Recovery Center for the schedule and assignment of work duties. He/she is monitored, trained and supervised in the performance of his/her tasks by the Director. He/she is expected to perform duties as specified and according to the policies of Region Ten Community Services Board, as well as those of the DMH/MR/SAS office.

The HIPPA access level for this position is Level Two

The essential functions of this job are starred below (*) under "Major duties."

MAJOR DUTIES:

1. *Provides clinical and programmatic leadership to all staff.
2. * Recruits, hires, supervises and evaluates the performance of the Wellness Recovery Center staff, as assigned by director.
3. *Develops the monthly schedule for the staff.
4. * Provides clinical consultation, information and support staff.
5. * Provides "On Call" clinical and administrative consultation for staff during evening and night hours as needed.
6. *Provides full programmatic leadership in the absence of the Director.
7. * Provides direct clinical therapeutic interventions in both individual and group settings to persons who are in crisis and who are at risk of hospitalization, homelessness or loss of employment due to their mental health status.
8. * Provides ongoing training to all staff in issues relevant to the clinical care, recovery and medical management of the center's participants as needed.
9. *Provides consultation, information and support to individuals, families, Community Services Board staff and other community agencies requesting crisis stabilization services.
10. *Assures that program efforts are coordinated with inter-agency and other community services providers and actively develops linkages and communication with these providers and resources.
11. *Makes collateral contacts with the individual's significant others (e.g. parents, friends, and siblings) as needed to promote optimal community adjustment.
12. *Maintains necessary casework records to document the provision of Crisis Stabilization services for Medicaid reimbursement.
13. *Attends in-service training and staff development programs to enhance mental health services.
14. *Acquires and maintains valid certification in First Aid, CPR, medication administration, non-aversive behavior management and defensive driving in order to ensure the safe and efficient operation of the program.
15. *Reads all agency communication (i.e., Ten, Region Ten's newsletter, e-mail, etc.).
16. *Performs other duties as assigned related to program requirements and the provision of Crisis Stabilization Services.

QUALIFICATIONS:

To ensure the safe and efficient operation of the program, a valid Virginia Driver's License plus an acceptable driving record as issued by the Division of Motor Vehicles are required. For client related use of a personal car a certificate of valid personal automobile insurance must be provided. A master's degree in a health-related field with two years of experience is required. One year of supervisory experience is required. Licensure in a health-related field is preferred.

In addition, the incumbent must have at entry level the following knowledge, skills and abilities. These must be documented or observable in the application form of supporting documentation or in the interview (with appropriate documentation).

PROGRAM MANAGER, WELLNESS RECOVERY CENTER
Center for Access and Case Management – Region Ten Community Services Board
Page 2

Knowledge of: the nature of serious mental illness in adults and mental illness with chemical abuse; crisis recognition, prevention, and management techniques; supervision principles; research issues and service models in the mental health field; treatment modalities and intervention techniques, such as behavior management, independent living skills training, supportive counseling, family education, crisis intervention, discharge planning and services coordination; medical issues related to mental illness; substance abuse symptomology; medications - side effects; different types of assessments, planning; consumers' rights; local community resources and service delivery systems, including support services (e.g., housing, financial, social welfare, dental, transportation, communication, recreation, legal/advocacy), eligibility criteria and intake processes, termination criteria and intake processes, and general community resources (e.g., churches, clubs, self-help groups); types of mental health programs, services; effective oral, written and interpersonal communication principles and techniques; general principles of record documentation; the service planning process and major components of a service plan.

Skills in: staff supervision and leadership; developing cohesive team efforts; interviewing; observing, recording and reporting on an individual's functioning (observation of medication effects, i.e., alcohol and abuse); identifying and documenting a consumer's needs for resources, services and other support; using information from assessments, evaluations, observations and interviews to develop service plans; identifying services within the community and established service system to meet the individual's needs; formulating, writing and implementing individualized service plans to promote goal attainment for seriously mentally ill and emotionally disturbed persons; negotiating with consumers and service providers; coordinating the provision of services by diverse public and private providers; identifying community resources and organizations; coordinating resources and activities; using assessment tools (e.g., level of functional scale, life profile scale); non-punitive behavior; providing consultation.

Abilities to: Motivate and lead staff; manage changing schedules; communicate clearly, anticipate, prevent and handle crisis demonstrate a positive regard for consumers and their families (e.g., treating consumers as individuals, allowing risk taking, avoiding stereotypes of mentally ill people, respecting consumers' and families' privacy, believing consumers are valuable members of society); be persistent and remain objective; work as a team member, maintaining effective inter- and intra-agency working relationships; work independently, performing position duties under general supervision; communicate effectively, verbally and in writing; drive defensively.

MANAGER PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Manager Performance Evaluation Standards.

POSITION LOCATION: Wellness Recovery Center
504 Old Lynchburg Rd
Charlottesville, VA 22903

POSITION ORGANIZATION CHART: Director, Wellness Recovery Center
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Program Manager, Wellness Recovery Center

SALARY: 18 \$44,287.25 annually
\$3,690.60 monthly

SCHEDULE: 40 hours weekly; Flexible schedule to include some evening and weekend hours.

Position Description Update: July 21, 2010