

**POSITION DESCRIPTION****PROGRAM MANAGER II**

Wellness Recovery Center  
Center for Emergency and Short Term Stabilization  
Region Ten Community Services Board

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CLASSIFICATION TITLE: Program Manager II

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA exempt position in which the incumbent serves as a clinical and administrative Program Manager II at the Wellness Recovery Center, a Region Ten program for adults experiencing a mental health crisis. Under the direction of the Director III for the Wellness Recovery Center, the incumbent assists with clinical training, staffing, administrative duties, coordinating program services, and clinical supervision of staff.

The incumbent reports to the Director III 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 III. 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 DBHDS.

The Program Manager II is part of the Wellness Recovery Center Administrative Group, which is responsible for overseeing the day-to-day operations of the program and ensuring that all aspects of the program run smoothly. The Program Manager II also acts a primary clinical point of contact, offering guidance, clarification, and consultation to the clinical staff.

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

MAJOR DUTIES:

1. \*Provides clinical and programmatic leadership to the program.
2. \*Provides full programmatic leadership in the absence of the Director.
3. \*Recruits, hires, supervises, and evaluates the clinical performance and documentation of the Wellness Recovery Center staff, as assigned by Director.
4. \*Performs administrative duties to include staff scheduling, daily group and consumer assignments, payroll review, ordering, census tracking, emergency preparedness drills, and periodic review of program procedures and protocols.
5. \*Ensures insurance authorizations and extensions are completed by staff in a timely fashion.
6. \*Maintains and communicates standards of programming and conduct to both staff and consumers.
7. \*Reviews medication errors
8. \*Assures that clinical program efforts are coordinated with intra-agency and other community services providers and actively develops linkages and communication with these providers and resources.
9. \*Participates in triage process, to include reviewing referrals, pre-screens, assessments, and medical information and follows admission criteria and protocol to make appropriate admission decisions.
10. \*Provides crisis counseling, group counseling, clinical case management, and community/hospital outreach to clients who are in crisis and who are at risk of state hospitalization if not served immediately.
11. \*Provides client assessments, develops treatment plans, discharge assessments and planning.
12. \*Continuously assesses consumers for imminent danger to self or others and/or ability to care for self.
13. \*Maintains complete and current clinical records, service data and required documentation.
14. \*Provides clinical leadership, staff education and training.
15. \*Provides "On Call" clinical consultation for staff during evening and night hours as needed.
16. \*Reviews pre-closing reports and closed cases within two weeks of discharge.
17. \*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.
18. \*Responds quickly and appropriately in emergency medical situations, behavioral situations, and situations in which an Emergency Custody Order (ECO) is required.
19. Attends in-service training and staff development programs to enhance mental health services.
20. Reads all agency communication.
21. Performs other duties as assigned.
22. Hours are variable.

QUALIFICATIONS:

Minimum requirements include two years of clinical experience, two years of supervisory experience and must be licensed or licensed eligible. Licensed strongly preferred. 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 Department of Motor Vehicles are required. For business use of a personal car, a certificate of valid personal automobile insurance must be provided. In addition, the incumbent needs to possess the following knowledge, skills and abilities:

Knowledge of: crisis intervention; crisis management, suicidality, psychiatric emergencies; substance abuse emergencies; resources available in the Region Ten area; side effect of psychotropic medications; state psychiatric admission procedures;

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Virginia code concerning civil commitment procedures; aggressive behavior management; universal precautions for contagious diseases; rules and regulations for the licensure of outpatient facilities; DBDHS client service management guidelines; state standards; local policies and procedures. Management techniques; supervision principles; different types of assessments, planning; consumers' rights; local community resources and service delivery systems, eligibility criteria and intake processes, termination criteria and intake processes, and general community resources; 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. Computer knowledge required in Word and Excel.

Skills in: clinical 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; 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 III  
I  
Program Manager II

GRADE: 12

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

Position Description Updated: June 8, 2020

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

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Signature

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Name Printed

\_\_\_\_\_  
Date