

POSITION DESCRIPTION**PROGRAM MANAGER II**

SMI Services (PSR, MHSS, MHCM, PRH) Louisa County
Center for Rural Services
Region Ten Community Services Board

CLASSIFICATION TITLE: Program Manager II

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA exempt position. The incumbent serves as the Program Manager of Services for individuals with Serious Mental Illness (SMI) in Louisa County. The program manager will oversee the Friendly Oaks Psychosocial Rehabilitation Program (PSR), Mental Health Skill Building (MHSS) program, the Mental Health Case Managers (MHCM), and the Pine Ridge House (PRH) in Louisa County. In this capacity, he/she has responsibility for the daily operations of Friendly Oaks and MHSS, including planning and coordinating programming for a psychological rehabilitation program, member assessment and service planning, assisting disabled persons to take advantage of rehabilitation opportunities and providing general member and staff supervision. He/she has responsibility for the daily operations of the Louisa MHCM team, including supervising staff, assigning cases, coordinating the scheduling of psychiatric appointments, ensuring charting is done in compliance with appropriate regulations. In addition, the incumbent ensures the tenants residing in the PRH comply with house policies, coordinate needed house repairs, and the house operates in compliance with HUD guidelines.

The incumbent reports to the Director, Louisa County and responsibilities require planning own work after definite objectives have been set by the supervisor with unusual situations being referred to the supervisor. In carrying out position duties, he/she performs in accordance with applicable professional ethics and established Region Ten policies. The incumbent is expected to function with initiative as well as utilize independent judgment.

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

MAJOR DUTIES:

1. *Implements a psychosocial rehabilitation program and mental health support services program, providing positive programmatic leadership and coordination of staff services.
2. *Provides programmatic leadership to staff and members including recruiting, hiring, scheduling, supervising and evaluating staff performance and encouraging the membership in the ongoing maintenance of a healthy, autonomous PSR, MHSS, and MHCM programs.
3. *Assures that the daily operations of the pre-vocational, clerical, food service and social programs are productive and well coordinated and consistent with the needs and wishes of the membership and with best application of the psychosocial rehabilitation principles.
4. *Assures ongoing monitoring of members' needs and strengths (mental status, medical/health status, resource and support needs status) including a program of outreach to non-attending members.
5. *Ensures the development and coordination of individual member service plans characterized by maximum member and family participation and preferences and by rehabilitation-oriented focus on strengths and abilities.
6. *Assures program compliance with state evaluation and licensure standards for PSR, MHSS, and MHCM programs including the maintenance of individual member records.
7. *Provides special and ongoing training and education to all staff and members in all relevant issues.
8. *Manages the Friendly Oaks and Pine Ridge House facilities by initiating and coordinating services/repairs to maintain the facilities in a safe and attractive manner to meet fire, building and licensure codes. As well as maintains agency vehicles assigned to those programs.
9. Ensure Pine Ridge House, a HUD funded residence and corresponding record keeping is completed following HUD regulations.
10. Develops and revises policies and procedures for daily operations to reflect current practices and to meet current standards.
11. Must have a valid driver's license and be able to transport clients.
12. Maintains knowledge of current budget's status, monitors expenses accordingly, develops annual budget and assist in revisions and cost reports.
13. Act as or assign the roles of Safety Generals and Captains as needed. Provide the duties in accordance with Louisa Emergency Preparedness Procedures.

QUALIFICATIONS:

Master's degree required. Licensed (LPC, LCSW), be registered with the Department of Health Professionals and actively seeking licensure, or must register with the Department of Health Professionals within 6 months of hire.

In order to ensure the safe and efficient fulfillment of the travel duty a valid Virginia Driver's license plus an acceptable driving record as issued by the Division of Motor Vehicles are required. For use of a personal car to conduct business a certificate of

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valid personal automobile insurance must be provided. A master's level degree in a human service field is preferred. In addition, the incumbent must possess the following knowledge, skills and abilities:

Knowledge of: characteristics and service needs of persons with severe and persisting psychiatric illness, behavior disorders, and/or multiple impairments (mentally ill, chemically addicted, mentally retarded); clinical and rehabilitation assessments and treatment strategies with persons with SMI; psychosocial program models; community support system principles; diagnostic and treatment issues associated with DSM5 evaluations, medications, medication side-effects, medical conditions, psychiatric disturbances and the chemically addicted individual; crisis recognition and prevention techniques; crisis management including non-aversive behavioral management strategies; voluntary/involuntary commitment procedures; financial management and accounting principles and procedures; principles and practices of team development and management by objectives; principles and practices of staff recruitment, supervision, training and evaluation; specific state, local and federal regulations.

Skills in: mental health needs assessments, case management evaluations, rehabilitation planning, evaluation of client progress; medical and health monitoring for medication effects or general medical conditions, managing medical emergencies; mental health treatment including counseling and individual and group psychotherapy; crisis management; organizing records, services delivery, staffing patterns, integrating services with clinical day supports, vocational and other agency services; communicating job responsibilities and expectations to staff and measuring performance outcomes; staff development; creating and managing financial records system; assisting families to become a part of treatment team.

Abilities to: carry out established policies and procedures; organize a complex and comprehensive array of integrated services for each member and program in general; organize and maintain a complex record keeping system to document and monitor services; work effectively with staff to meet program goals (i.e., to translate policies and procedures and standards into daily practices, model professional attitudes, coordinate plans and assist in delivery quality programs; allocate resources to appropriate needs and operate within a budget; drive defensively.

MANAGER PERFORMANCE EVALUATION STANDARDS:

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

POSITION LOCATION: Region Ten – Friendly Oaks
130 Louisa Avenue
Mineral, Virginia 23117

POSITION ORGANIZATION CHART

Director III
|
Program Manager II

GRADE: 12

SCHEDULE: Monday – Friday, 8:00 a.m. – 4:30 p.m. plus some evening and weekends.

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.

Signature

Name Printed

Date