

POSITION TITLE: Program Manager II

CENTER:	Emergency Services and Short-Term Stabilization		DEPARTMENT:	Crisis Receiving Center	
LOCATION:	502 Old Lynchburg Road Charlottesville, VA 22903				
FSLA STATUS:	Exempt		INCLEMENT STATUS:	Essential	
GRADE:	12	SCHEDULE:	FT	GROUP:	10
Job Requirements ☒ Annual TB ☒ Driving Consumers					

GENERAL STATEMENT OF RESPONSIBILITIES:

Position as part of the crisis continuum in which the incumbent is responsible for managing a 24-hour program providing behavioral health crisis assessment and intervention. The incumbent reports to the Director III for Region Ten Crisis Services, and receives general supervision rarely, referring specific situations to the supervisor unless clarification or interpretation of policy is needed. The Program Manager II is able to manage difficult situations and assists with training of staff. The Program Manager II may represent the Crisis Services Center in community meetings, liaises with other Region Ten programs, conducts trainings and presentations with stakeholders, and coordinates with community partners. In carrying out position duties, they perform in accordance with applicable professional ethics and established Region Ten policies. The incumbent is expected to function with initiative and utilize independent judgment. The Program Manager II assists the Director III in all compliance and training initiatives. Occasional weekend, overnight and holiday work are required.

MAJOR DUTIES:

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

1. *Serves as direct supervisor for designated ESSTS Center staff.
2. *Oversees day-to-day clinical operations of as above Center program.
3. *Coordinates and maintains work schedule for Center staff.
4. *Provides licensure supervision to eligible staff, if qualified.
5. *Maintains and revises Center training procedures; oversees training and onboarding of new staff.
6. *Oversees prescreener certification for relevant staff; maintains files and records for all Certified Prescreeners.
7. *Reviews and monitors staff documentation in accordance with Region Ten standards and state licensure standards.
8. *Provides consultation and support to individuals, families, Region Ten staff, and other community agencies.
9. *Establishes, maintains, develops and facilitates intra-agency relationships with stakeholders and community partners.
10. *Consults and coordinates services with other agencies and providers serving individuals with complicated presentations to reduce admission to state hospitals and secure treatment in the least restrictive environment.
11. *Maintains and coordinates all equipment and permissions required by Emergency Services Center staff, i.e. computer, cell phone, work station, and UVA Medical Center ID badge.
12. *Provides direct services based on program need.
13. *Maintains complete and current medical charts including other system-mandated paperwork.
14. Provides crisis intervention to individuals experiencing emotional/psychological distress and related problems via phone and face-to-face contacts at Region Ten and other sites in the community.
15. Provides consultation regarding the petitioning process for Emergency Custody Orders and Temporary Detention Orders.
16. As a Certified Prescreener, conducts evaluations to determine if clients in crisis meet criteria for involuntary treatment or if there is an appropriate less restrictive option; participates in all steps of the Civil Commitment Process, including commitment hearings.
17. Assists supervisor with program development.
18. Other duties and responsibilities as assigned by supervisor.

QUALIFICATIONS:

EDUCATION:

- Master's degree in human services field, sufficient for licensure (required)
- Incumbent must complete DBHDS training to become a Certified Prescriber, and will maintain this credential.

EXPERIENCE:

- Experience in working with individuals in crisis
- Experience scheduling and supervising staff preferred
- QMHP and five years mental health experience required.
- Familiarity with the following populations and applicable resources:
 - SMI
 - SED
 - SUD
 - ID/DD

CERTIFICATION/LICENSE:

- Licensure as LCSW, LPC, LSATP 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.

KSAS

Knowledge of:

Crisis intervention; psychiatric emergencies; substance abuse emergencies; supervision techniques; resources available in the Region Ten area; primary and side effects of psychotropic medications; state psychiatric admission procedures; Virginia code concerning civil commitment procedures; aggressive behavior management; universal precautions for contagious diseases; rules and regulations for the licensure of outpatient facilities; DBHDS client service management guidelines; state standards; local policies and procedures.

Skills in:

Supervising staff; quick, concise decision-making; psychiatric interview and risk assessment; immediate and short-term crisis intervention; utilizing resources in area; organization; administrative and clinical record keeping; working with the legal system; assessing medical needs; public relations.

Abilities to:

Plan, provide and supervise staff to provide 24-hour emergency services; work effectively with any agency, system or person needed to perform duties; exercise initiative and sound judgment in carrying out duties; motivate staff; make independent decisions; work under stress; problem solve; work on several tasks simultaneously; respond quickly to crisis situations; monitor staff paperwork with particular attention to documentation requirements.



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POSITION ORGANIZATION CHART:

Director III

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Manager II

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

Signature

Name Printed

Date

Position Description updated: 3/20/25