**Psychiatric Rehabilitation Program (PRP) Supervisor**

Job Code: 861000

Facility: Center for Family Services, Baltimore MD
Department: VM In Home Intervention - Balt City (0153)
- Full time - Mon - Fri 8:00am - 5:00pm
- Day shift

Catholic Charities of Baltimore is a family of over 2000 employees of all faiths and ethnicities who help to improve the lives of those we serve. We are the largest private provider of human services in Maryland, serving children and families, people living in poverty, individuals with intellectual disabilities, immigrants, and seniors. Here, you can build a career where you can grow professionally as well as make meaningful differences in the lives of others.

Position Summary

We are currently seeking an individual to provide administrative supervision to our adult & youth PRP (Psychiatric Rehabilitation Program), which assists individuals with mental illness, emotional or behavioral issues.  Key responsibilities will include providing direct supervision to PRP staff to ensure delivery and quality of service and provides administrative oversight to ensure the proper functioning of the rehabilitation program according to Joint Commission standards and ensuring accurate authorization for insurance payment and adherence to all internal and external policies and procedures.

Additional Responsibilities

• Ensures administrative oversight for program covered as well as the collection of all data required for all internal or external reporting for program deliverables.

• Maintains contacts with internal and external personnel at a variety of levels to coordinate PRP services, budget expenses and revenues, and Risk Management. Internal contacts include other Program Supervisors/Managers, Mental Health Professionals, Psychologists, Clinical Nurse Practitioners, and Psychiatrists.

• Coordinates services with external agencies and personnel (i.e., other service providers, parents/guardians, local core service agencies, insurance companies, DSS, DJJ, etc.) to promote the program within the community.

• Manages and coordinates all issue related to risk and client complaints.

Position Requirements

LCSW-C or LCPC and 2 years post graduate experience with the targeted program population, or LGSW or LGPC and five years post graduate experience with the targeted population. The ideal candidate will have effective supervisory skills and thorough knowledge of the assessment and rehabilitation of emotionally disturbed clients and knowledge of a variety of rehabilitation modalities and interventions appropriate to the population served. Requires effective analytical and problem solving skills and exceptional communication and interpersonal skills in dealing with a variety of clients exhibiting a wide range of rehabilitation needs and diverse backgrounds. Candidate must possess knowledge of Maryland's Public Mental Health System and the requirements for authorization and continued review for clients, along with familiarity of available community resources and how to access those resources.

**BCARS Program Supervisor**

Job Code: 861000

Facility: Center for Family Services, Baltimore MD
Department: BCARS - 1118 S. Light Street Baltimore City (0190)
- Full time - Mon-Fri 8:30am-5:30pm
- Day shift

**SUMMARY:**

This position assists in managing the daily operations of the Baltimore Child and Adolescent Response System (B-CARS).  Additionally, this position will be responsible for maintaining compliance with B-CARS grants. B-CARS provides crisis intervention and stabilization for children residing in Baltimore City that are residing with their biological families or placed with Baltimore City Department of Social Services (DSS).

The programs goals are to reduce the number of emergency department visits, stabilize placements and improve the mental health needs of Baltimore City youth.  This position assists in development of program plans, goals, budget and practices.
**JOB DUTIES / RESPONSIBILITIES:**

• Respects children's and family's rights by recognizing the dignity of each individual, encouraging their participation in problem solving and decision-making and maintaining the confidentiality of all client information.
• Oversees the triage process, assessment, development of a service plan and service delivery for all cases in the program assigned to their supervisees. May assist in development of the departmental budget.
• Provides direct supervision to up to 7 staff, functions as part of the CFS Management Team and assumes on-call coverage for the program.
• Coordinates with the Associate Administrator to develop and implement effective systems and procedures for service delivery. Identifies and makes recommendations for improvements in the program. Assists in the development of on-going program goals and plans. Provides program status reports to the Associate Administrator on a regular basis and provides reports for outside agencies as requested.
• Reviews cases and documentation to track staff performance, consults with and advises staff, makes suggestions for changes in dealing with clients, and makes decisions on changing staff assignments. Ensures that documentation (treatment plans, rehabilitation plans, logs, progress notes, etc.) is properly maintained on all clients as required by established policies and procedures. Supports staff by assisting with case management/crisis intervention as needed. Provides administrative supervision for the program including reviewing and authorizing timesheets, authorizing leave, and providing input to the Associate Administrator in hiring, orienting, and completing performance appraisals for assigned staff. Assists in developing overall program schedule and individual staff schedules.
• Maintains contacts with internal and external personnel at a variety of levels. The Program Supervisor assists the Associate Administrator in contacting external agencies and personnel to promote the program within the community and collaborates with community agencies and resources regarding treatment goals and discharge plans.
• Performs related duties including but not limited to: serves on internal and external committees relevant to the program, may provide training for staff or client groups relevant to the program mission, attends staff meetings, coordinates with department administrative staff, attends team meetings, prepares documentation and provides testimony in court when needed.  Utilizes computer systems and software necessary to perform position functions. Coordinates and/or provides transportation of children to and from the program as needed.

**MINIMUM QUALIFICATIONS / REQUIREMENTS:**

LCPC or LCSW-C, three years of previous program experience in an outpatient mental health clinic, residential treatment or related mental health services program; CANS certification or become certified within 3 months of employment and 2 years of direct program supervision experience including direct supervision of clinical staff.

**SKILLS / COMPETENCIES:**

Receives direct supervision form the Associate Administrator.  Exercises considerable tact and discretion.  This individual will work independently 90% of the time Must be able to work well in a multi-disciplinary team environment.

**Program Supervisor-Villa Maria CR**

Job Code: 861000

Facility: VM BHS of Baltimore City-Fallstaff, Baltimore MD
Department: VM BHS Balt City - Fallstaff 6999 Reisterstown Rd Baltimore (0174)
- Full time - 8:30 - 4:30
- Day shift

**SUMMARY:**

Provides clinical and administrative supervision to assigned Community Resources Program. Provides direct clinical supervision to program therapists to ensure quality of service and provides administrative oversight to ensure the proper functioning of the programs at an OMHC site according to the standard of The Joint Commission, accurate authorization for insurance payment and adherence to all internal and external policies and procedures.  Ensures collection of all data required for all internal or external reporting.

**JOB DUTIES / RESPONSIBILITIES:**
• Respects children and family rights by recognizing the dignity of each individual, encouraging their participation in problem solving and decision-making and maintaining the confidentiality of all client information.
• Maintains the environment of care by complying with therapeutic standards, risk management policy, and procedures for maintaining client safety.
• Contributes to Performance Improvement at the individual, department, and agency levels.
• Accurately applies knowledge of treatment approaches appropriate to the physical and developmental age of clients served.
• Understands and applies policies and procedures for infection control.
• Attends all required training and in-service courses (CPR, Crisis Intervention, Emergency Procedures, Infection Control, etc.).
• Effectively supervises, evaluates, and motivates staff.
• Deals tactfully and effectively with people both inter- and intra-departmentally. Uses effective communication skills.
• Effectively and legally addresses employees job performance or job related problems.
• Provides positive leadership and direction to staff consistent with department and organization goals.
• Involves staff in decision-making wherever possible, including the development and execution of goals.
• Assists with the development of the departmental budget. Regularly monitors expenditures to ensure the department stays within budgetary limits.
• Understands and effectively complies with employment laws and regulations. Recognizes harassment in the workplace and knows how to respond effectively to employee complaints.
• Promotes the mission, vision, and values of Catholic Charities Child & Family Services.
• Attends and participates in departmental and agency management meetings, as appropriate.
• Provides clinical supervision and support to assigned therapists in the assigned program.  This includes meeting the eligibility requirements of becoming a Board Certified supervisor with the Board of Social Work or Board of Professional Counselors.
• Reviews and signs all In-take assessments and assigns cases. Reviews cases and documentation to track therapist performance, consults with and advises Therapists, makes suggestions for changes in dealing with clients.
• Ensures that documentation (treatment plans, logs, progress notes, etc.) is properly maintained on all clients as required by established policies and procedures for the Program. Supports staff by assisting with case management if needed.
• Provides administrative supervision for the program including reviewing and authorizing timesheets, authorizing leave, and hiring, orienting, and completing performance appraisals for assigned staff.
• Enforces all policies and procedures related to Joint Commission requirements, billing requirements, funding requirements, and insurance authorizations to ensure payment or funding of the program. Ensures that documentation required for payment (treatment plans, insurance authorization, etc.) is up to date. Reviews authorization denials to identify problems and correct for re-submission. Monitors program expenditures to ensure that costs are within budget.  Administers wraparound funds allocated for therapist's expenses, emergency services, etc. Submits check requests.
• Monitors caseloads and Volume of Service agreement for staff productivity to ensure that program budget is supported.
• Depending of Site budget, may carry a client caseload.
• Provides therapeutic assessment and treatment for clients, including diagnosing problems, developing treatment plans and goals, conducting therapy sessions, and maintaining documentation. The program supervisor may provide therapeutic services to an assigned caseload, may take cases on a temporary basis pending final assignment, or on an emergency basis depending on the needs of the clients and the structure of the program
• In conjunction with the Program manager or Assistant Director, is responsible for creating, managing and successfully meeting the site budget
• Coordinates with the Assistant Director to develop and implement effective systems and procedures for service delivery. May be asked to manage separate program service lines like evidenced-based practices.  Identifies and makes recommendations for improvements in the program. Assists in the development of on-going program goals and plans. Provides program status reports to the Asst. Director on a regular basis and provides reports for outside agencies as requested.   Reports include:
    o Last Kept Sessions Report
    o Census Reports
    o Staff Productivity Requirement Reports
    o Denial Reports
    o Beacon Health Systems Reports including Authorization change report, Hospitalization Report,
    o E-Medicaid eligibility reports
• Maintains contacts with internal and external personnel at a variety of levels. Internal contacts include other Program Supervisors/Directors regarding coordination of services, Psychologists and Psychiatrists regarding coordination of services/referrals, Villa Maria and Catholic Charities Accounting departments regarding budget expenses and revenues, and Risk Management. The program supervisor contacts external agencies and personnel to coordinate services and/or to promote the program within the community. Possible external contacts include funders, other service providers, school administrators, parents/guardians, local area committees or coordinating councils, school boards, insurance companies, DSS, DJJ, child abuse centers, etc. The Supervisor may serve as a member of internal or external treatment teams.
• Manages a school-based mental health service including contacts and meetings with several school personnel and administrators, if applicable to the site
• Manages and coordinates all issue related to risk and client dis/ complaints.
• Manages and coordinates all requirement related to Health & Safety for the site
• Manages and coordinates all Information Technology issues in conjunction with agency IT department
• Manages and coordinates the provision of psychiatry services at the site including doctors schedule, the functioning of  the psychiatry assistant staff person, implementation of all psychiatry model policies and procedures
• Performs related duties including but not limited to: serves on internal and external committees relevant to the program, may provide training for Therapists or client groups relevant to the program mission, attends staff meetings, coordinates with department administrative staff and may oversee administrative staff assigned to the program, attends team meetings.
• This position will support and facilitate Villa Maria's External Intern program by providing supervision to Interns as assigned.

**MINIMUM QUALIFICATIONS / REQUIREMENTS:**

LCSW-C or LCPC and three to five years post graduate experience with the targeted program population, with a minimum of one year in a position requiring coordination or supervision of program functions or staff. Advanced training in therapies or programs related directly to the targeted population preferred.

Working Conditions/Physical Requirements:

Must be able to move freely between locations which may or may not be accessible to individuals with physical disabilities. Position requires intermittent standing, sitting, walking and physically capable of lifting and moving files/supplies/equipment up to 25 lbs.  Individual requires sufficient visual and hearing acuity to perform duties of position.

Must be able to tolerate periods of significant job-related stress.

May require the incumbent to obtain, maintain and provide the contact number of a Cellular Telephone. The incumbent would be required to be available and respond to work related telephone calls during specified hours.

**SKILLS / COMPETENCIES:**

• Requires effective supervisory skills including ability to provide clinical and administrative supervision to staff and to oversee all functions of a program with strict documentation requirements and which is subject to stringent internal and external review related to funding/payments and/or contractual arrangements.
• Requires effective program management including ability to develop and implement program policies and procedures, develop and manage a program budget, and to identify and correct areas needing improvement to meet program goals.
• Requires thorough knowledge of the assessment and treatment of emotionally disturbed clients including knowledge of psychological and developmental theory and understanding of organic, developmental, and environmental factors, which contribute to psychopathology. Requires knowledge of a variety of treatment modalities (individual, group, family, and play therapy) and clinical interventions appropriate to the population served. Requires effective analytical and problem solving skills in identifying client needs and developing plans to address those needs.
• Requires effective communication and interpersonal skills to supervise treatment staff, to coordinate with outside resources/contacts, and to provide thorough, concise and professional oral and written reports. Requires exceptional communication and interpersonal skills in dealing with a variety of clients exhibiting a wide range of treatment needs and diverse backgrounds.
• Requires thorough knowledge of available community resources and how to access those resources, knowledge of special education procedures when dealing with schools, and knowledge of DSMV diagnostic identifications.
• Requires thorough knowledge Maryland's Public Mental Health System and the requirements for authorization and continued review for clients.
• Requires the ability to utilize computer systems and software necessary to perform position functions.