

**Are you interested in making a difference in Baltimore City? Become part of our team that cares about those in crisis.**

**Job Title: Mobile Response Team Director**

**Position Type: Full-Time Salaried**

**Supervision:** This position reports to the Director of Clinical Services and Residential Programming, and works closely with the Medical Director, Nurse Coordinator and Director of Call Center and System Coordination.

**Job Scope:**

The primary goal of the position is to provide general clinical and administrative oversight of the Mobile Response Team (MRT) Department and to ensure the continuity of care for clients from hotline and other referral sources to initial clinical assessment, disposition, and possible admission to the hospital emergency department, BCRI's crisis residential unit, medical withdrawal management residential unit, other community services (residential, out-patient, etc.), or in-home services.

To achieve this goal, the following duties are expected:

- Oversees all aspects of the Mobile Response Team Department. MRT operates 24/7/365.
- Coordinates with Call Center and Nursing/Clinical staff to ensure a quick response to mobile response referrals.
- Provides leadership to all staff within the MRT Department. Conduct supervision with direct reports and ensure that all staff have regular supervision from their immediate supervisor.
- Ensure all MRT staff have bi-annual and annual performance evaluation.
- Be available on-call.
- Creates, maintains, adheres, and updates quality improvement plans for the MRT Department.
- Maintains MRT compliance with all state rules, laws and regulations, and ensure compliance with accreditation standards for mobile response services, outpatient mental health, and other services as appropriate.
- Develop and maintain healthy relationships with community partners to include hospitals, outpatient mental health clinics and other referral sources.
- Ensure compliance with Greater Baltimore Regional Crisis Standards.
- Maintains regular communication about clinical and administrative operations with the Director of Clinical Services and Residential Programming, Medical Director, and the Executive Director.
- Maintains and update programmatic policies and procedures.
- Monitors and tracks clinical documentation, service trends and makes recommendations regarding service improvements (submitting BHSB and BHA reports in a timely manner to the CFO, Director of Clinical Services and Residential Programming, and Utilization Review Staff).
- Oversees and participates in recruiting, hiring and training of new staff.
- Oversees and ensure training requirements for all staff.
- Approves staff timesheets.
- Oversee and participates in community activities related to mobile response such as educational activities and public relation activities, critical incident de-briefings and community outreach to referral sources, as needed.
- Interfaces with the ASO Optum regarding authorizations for service and troubleshooting with BCRI utilization review staff claims issues that arise.
- Maintains a healthy working relationship with the local and regional behavioral health authorities. Work closely to resolve service delivery and policy/procedural issues.
- Participates in system enhancements for software. Ensure all staff have adequate equipment to perform job expectations.

- Manage, track and report our on data metrics.
- Other duties as required by the management team.

**Educational Requirements:** This position requires a Master's degree in psychology, social work or related field from an accredited college or university. Candidates must have appropriate State License LCSW-C or LCPC and have 3 years of experience post licensure. Maryland Driver's License is required.

**Experience:** Extensive experience working with behavioral health clients in acute crisis. Two years of management experience in community mental health required.

**Preferred Experience:** At least seven (7) years of experience working within the behavioral health services system and five (5) years of experience managing administrative and clinical staff performing direct services and providing supervision to others.

**Physical Demands:** Moderate walking, standing, climbing stairs and sitting required. Moderate lifting up to 20 lbs.

**Working Conditions:** Works generally in well-lighted and ventilated office environment with standard office supplies and/or equipment (desk, chairs, telephone, computers). Also, works in the Baltimore City community with the MCT, may be required to work flexible hours to achieve position objectives.

**Hazards:** Potential exposure to highly charged stressful, and emotional situations; potential exposure to aggressive encounters.

**Benefits:** Medical, Dental, Vision, 403(b) Retirement Plan, Vacation, Sick, Personal, and Holiday Leave. Medical plan participants receive a \$1,500 debit card to cover eligible deductible and copay expenses.

**Salary Range:** \$90,000 - \$95,000 based on experience

**COVID-19 considerations:**

**Because we are a healthcare service-oriented non-profit organization serving Baltimore City and want to provide a safe working environment for our employees, we require all new hires to be fully vaccinated against COVID-19, subject to a verifiable medical and religious exemptions which does not cause undue hardship in protecting those we serve and fellow employees.**

**About Baltimore Crisis Response, Inc:**

Baltimore Crisis Response, Inc. (BCRI) is a private, non-profit organization with a proven track record of providing behavioral health crisis services to individuals with mental health and substance use disorders. Established in 1992, the BCRI mission is to provide timely and effective behavioral health crisis response services and treatment in the least restrictive environment.

BCRI serves Baltimore as the city's first and only comprehensive crisis response system of care, providing a telephone crisis hotline, mobile crisis teams, medical detoxification, case management, crisis residential alternatives, in-home support, and critical incident response teams, along with community and police education services.

Learn more by visiting our website: [www.BCResponse.org](http://www.BCResponse.org)