

JOB DESCRIPTION

POSITION TITLE:	QMHP ASSISTANT PROGRAM MANAGER
CLASSIFICATION:	C16 (MASTER'S DEGREE)
MINIMUM QUALIFICATIONS:	<p>Master's degree in education, social work, psychology, sociology, nursing (Baccalaureate) or related field; Or pending completion of Master's degree in education, social work, psychology, sociology, nursing or related field; Or pending completion of Registered Nurse (Baccalaureate) plus one year experience, preferably in psychiatric or group care settings with youth and families or similar setting Or pending completion of Registered Nurse (Diploma or Associate degree) plus three years' experience, preferably in psychiatric or group care settings with youth and families or similar setting.</p> <p>Provide proof of current, valid Oregon Driver's License (or if out-of-state will obtain Oregon license within 30 days), comprehensive automobile insurance (if applicable) and a safe driving record (minimum of 3 yrs.) to use company or personal vehicle for required duties.</p>
Purpose:	<p>The Assistant Program Manager provides support to the Program Manager, in planning, coordination, and organization of assigned tasks and projects while providing direct supervision to program staff. This position is also responsible for program operations in the absence of the program manager.</p>
STATUS:	EXEMPT
UNIT:	COOS
SUPERVISOR:	PROGRAM MANAGER
DEGREE OF SUPERVISION:	FORMAL CONFERENCES WITH PROGRAM MANAGER BI-WEEKLY OR AS NEEDED. CONSULTATION WITH CLINICAL DIRECTOR AS NEEDED.
POSITIONS SUPERVISED:	DAY TREATMENT STAFF

TASKS AND RESPONSIBILITIES

- I. Administrative**
 - A. At the absence of or at the direction of the Program Manager provide leadership and direction to the program and its employees.
 - B. Assist in development and maintenance of program policies and procedures.
 - C. Attend and participate in scheduled and ad hoc program planning meetings.
 - D. Conduct other administrative tasks as directed.
 - E. Attend to safety and physical plant issues as they arise.
 - F. Ensure that the "Practice Guidelines" manual is current and routinely updated.
 - G. Ensure that the Operations Manual is current and updated.

- H. Ensure that supervisees' clinical documentation is produced in timely and thorough fashion.
- I. Assure timely and adequate documentation regarding all program QI activities.
- J. Assure timely production of program-wide uniform clinical documentation.

II. Professionalism

- A. Abide by ethical codes and professional standards, including confidentiality.
- B. Participate in continuous quality improvement efforts.
- C. Demonstrate and communicate knowledge of agency's policies, Practice Guidelines and information pathways.
- D. Demonstrate flexibility adapting to program change.
- E. Use knowledge, skills and abilities to make informed decisions on behalf of the Agency.
- F. Demonstrate flexibility adapting to program change
- G. Model good communication skills
- H. Participate in supervision, accept feedback and offer feedback to others
- I. Demonstrate high levels of professionalism and professional boundaries at all times
- J. Provide leadership to a team that concentrates on a specialized component of program management and tasks as assigned.

III. CLINICAL

- A. Advocate for youth and families in community settings.
- B. Refer youth to mental health and/or other community services as needed.
- C. Ensure all youth medical needs are addressed and medical appointments are made and attended.
- D. Assist clinicians in coordinating the development of transitional and aftercare services for assigned clients and families and provide transition and aftercare services according to the ISSP.
- E. Transportation of clients may be required; adherence to agency policies and guidelines relating to agency and vehicle usage is required.
- F. Facilitate foster parent trainings as necessary.
- G. Demonstrate understanding of child and adolescent developmental levels and treatment needs through interaction with clients and participation in clinical staffing and trainings.
- H. Attend required trainings in child and adolescent development, diagnosis and pharmacology.
- I. Participate in special events as indicated.
- J. Provide services utilizing wraparound, strengths-based, family-centered framework.
- K. Maintain an active, visible, regular and reliable presence in the program.
- L. Consult with staff and care teams regarding activity and vocational needs.
- M. Demonstrate alignment with the philosophy of Collaborative Problem Solving and ability/discipline to utilize Collaborative Problem Solving communication approaches in interactions with clients and colleagues.
- N. Demonstrate effective use of proactive "Plan B" conversations in preventing crises and emergency "Plan B" during crises.
- O. Become Tier II Trained
- P. Document all communication with youth, families, outside agencies, and community partners.
- Q. Be available as needed for the programs for a crisis or to support new staff in training or other clinical or programmatic issues.
- R. Provide overall leadership and direction to the therapeutic milieu.
- S. Maintain an active, visible, regular and reliable presence in the milieu.
- T. Maintain ongoing awareness of the state of the milieu and of individual and group-wide issues as they occur.
- U. Fulfill obligations for assigned schedule and on call responsibility
- V. Conduct face-to-face assessments for restraint episodes, when needed.
- W. Coordinate program operations, including daily and weekly schedule/calendars.
- X. Coordinate event and activities planning, group-wide and individual scheduling issues.
- Y. Develop and maintain program structures and guidelines.
- Z. Oversee coordination of on-campus and off-campus visits and appointments.
- AA. Complete ancillary tasks and responsibilities related to program operation.
- BB. Develop and maintain staff schedule.

IV. Supervise Personnel

- A. Provide direct one-to-one administrative/clinical supervision to the day treatment staff in the absence of the Program Manager, skills coach supervisor and wraparound care coordinator and maintain supervisory documentation.
- B. Conduct annual administrative performance appraisals for direct supervisees.
- C. Attend to job performance of all program staff and provide observations to appropriate supervisors.
- D. Guide, assist and direct program staff in developing and completing QI projects and monitors.
- E. Develop and track staff schedules and ensure accurate timekeeping and timely completion of timesheets.
- F. Track staff absences and ensure timely supervision when necessary in accordance with agency personnel policies.
- G. Maintain supervisory logs.
- H. Ensure all required ratios are maintained and that supervision is present during transitions and for all aspects of milieu programming.
- I. Addresses issue(s) of concern with supervisees immediately or at the next supervision session; documents having addressed the issue (s) and action or follow up; follows up on supervision action items and documents outcome.
- J. Ensure policies, procedures, and practice guidelines are consistently followed by staff.

V. CASE MANAGEMENT

- A. Advocate for youth and families in community settings.
- B. Act as liaison between families, agency psychiatrist, and other community members as indicated.
- C. Consult and collaborate with referral sources, adult service providers, placement resources, school officials, juvenile authorities, family, and other community resources as indicated as assigned.
- D. Coordinate the development of transitional and aftercare services for assigned youth and families as assigned.

VI. SAFETY

- A. Maintain certification in CPR and First Aid.
- B. Participate in Patient Care Monitoring activities.
- C. Authorize restraints according to agency policy.
- D. Maintain Emergency Safety Intervention licensure.
- E. Demonstrate knowledge of safety procedures, fire drills, and evacuation plans.

VII. DOCUMENTATION

- A. Complete ISSP and comprehensive assessment according to practice guidelines as needed.
- B. With Care Team develop, implement, and review comprehensive Care Plans for youth as assigned.
- C. Document the youth's overall performance and progress toward goals and objectives identified in the Care Plan, including CANS/ANSA scores.
- D. Assure all client information is current and accurate.
- E. Coordinate, schedule and document the assessment/treatment process in the electronic record as assigned.
- F. Demonstrate accountability for all youth clinical charts according to regulatory standards (Oregon Administrative Rule).
- G. Use a variety of computer software for the production of reports and documents.
- H. Document authorization for restraint according to OAR and agency policy.
- I. Assume responsibility for all AMH standards and responses.

VIII. LEADERSHIP

- A. Demonstrate flexibility while providing consistency.
- B. Model good communication skills.
- C. Demonstrate accountability by being open to feedback, participating in supervision and offering feedback to others.
- D. Communicate knowledge of agency policies, practice guidelines and information pathways.
- E. Provide leadership to a team that concentrates on a specialized component of program management and completes tasks as assigned.
- F. Effectively assist others in understanding and improving their clinical job performance.
- G. Demonstrate a high level of professionalism and professional boundaries at all times.

H. Provide leadership to a team that concentrates on a specialized component of program management and tasks as assigned.

IX. SAFETY AND WORK ENVIRONMENT

- A. Perform all work tasks in a proper and safe manner per established policies, procedures and guidelines.
- B. Cooperate with other staff and demonstrate respect for other staff, youth and visitors to the facility.
- C. Demonstrate ability to establish positive relationships while maintaining boundaries with youth, families, co-workers and community partners.
- D. Contribute to ensuring the work environment is safe and well maintained to prevent unnecessary injury, time loss and agency expense.
- E. Comply with all federal, state and agency health and safety reporting requirements.

Employee signature: X _____ Date _____