

# KAIROS

The moment when change is possible

Administrative Offices  
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## JOB DESCRIPTION

**JOB TITLE:** ASSISTANT PROGRAM MANAGER

**RANGE:** C17

**PROGRAM:** JACKSON SERVICES

Supervisor: Program Manager

FLSA Status: Exempt

Degree of Supervision: Weekly

Positions Supervised: Individual and Family Therapists (IFTs), as assigned

**PRIMARY PURPOSE:** The Assistant Program Manager is responsible for effective utilization of agency services, assuring compliance with agency clinical practice, government and insurance company reimbursement policies. The Clinical Supervisor provides training for staff regarding regulatory requirements as they pertain to billing, specific clinical approaches, and utilization of prescribed services. The Clinical Supervisor will act as the clinical supervisor for Individual and Family Therapists, as assigned.

### **Education and Experience:**

Master's degree in education, social work, psychology, sociology or registered nurse (baccalaureate).

Licensed Social Worker, Counselor, or Marriage and Family Therapist within the state of Oregon.

Three years broad experience in quality assurance and/or utilization management. Three years' experience mental health settings with youth and families

Must possess excellent organizational skills and interpersonal communication, along with an ability to prioritize and evaluate agency needs.

### **PREFERRED QUALIFICATIONS:**

Working knowledge of contractual requirements and regulations pertaining to medical necessity, and utilization and/or provision of services. Working knowledge of Oregon administrative rules, code of federal regulations and Joint Commission standards for behavioral health care.

Demonstrated ability to apply standards and regulations to clinical practice.

Experience working with multiple evidence based treatment models.

Demonstrated ability to provide training to staff.

Ability to supervise professional staff toward licensure in the State of Oregon.

### **Minimum Qualifications:**

1. 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.
2. Successfully pass a Criminal Background Check and Medicaid Fraud Check.
3. Obtain and maintain current Therapeutic Crisis Intervention (TCI) Certification and demonstrate proficiency in TCI Certification procedures.
4. Obtain and maintain current First Aid and Cardiopulmonary Resuscitation (CPR) certification and Food Handlers Card.
5. Obtain and maintain National Provider Identifier (NPI) number and credentialing application process.
6. Provide proof of Oregon license in social work, counseling, or marriage and family therapy.

## **ESSENTIAL DUTIES, RESPONSIBILITIES AND CORE COMPETENCIES:**

### **I. Clinical Supervision of Individual and Family Therapists**

- A. Assure timely production of agency-wide, uniform clinical documentation in coordination with Program Managers to comply with all regulatory and contractual requirements.
- B. Responsible for developing and managing performance of IFT's to ensure program is meeting the needs of youth, families, and our contracts.
- C. Identify, define, and develop solutions for problems related to utilization of prescribed services, processes, or procedures.
- D. Maintain awareness of service configuration, access procedures and service availability to be able to work with community partners.
- E. Review services provided to determine medical necessity and to promote the most efficient use of available health facilities and services.
- F. Demonstrate knowledge of all applicable Oregon Administrative Rules (OAR) and Behavior Rehabilitation Services Rules as they pertain to assessment tools and treatment plans.
- G. Demonstrate knowledge of and be able to efficiently access community resources, support services and referral systems for treatment and discharge planning.
- H. Review services provided and documentation to ensure compliance with both public and private entities' reimbursement policies for continued services.
- I. Monitor provision of care from the beginning.
- J. Decide whether care is appropriate and necessary before it has been rendered and provide immediate feedback to the clinician.
- K. Perform concurrent review during treatment to determine whether the client requires continuing treatment; attend treatment team meetings as necessary to gather information necessary to utilization reviews.
- L. Conduct utilization reviews with payers for authorization of recommended services.
- M. Act as a resource for staff on regulations, policies and procedures as they pertain to each youth's treatment plan.
- N. Analyze data, identify utilization patterns, and produce reports as requested.
- O. Identify and review potential cases of fraud, abuse, or mis-utilization and refer to Program Manager for further investigation.
- P. Conduct Critical Incident Debriefings as necessary.

### **II. Training**

- A. Provide supervision to the IFTs.
- B. Provide extra training and support to the IFT's with direction from the Program Managers.

- C. Provide additional specific training for agency staff as directed from the Community Services Director, Clinical Director, or Program Managers.
- D. Provide required new hire trainings as requested.

### **III. Administrative Duties**

- A. Promote positive staff relations through communication and implementation of agency policies, procedures and practice guidelines.
- B. Delegate tasks and responsibilities to assure smooth team function and task completion.
- C. Demonstrate a high level of competence and problem solving skills in risk management, therapeutic interventions, and decision making while considering impact on youth and young adults, staff and other departments.
- D. Working knowledge and ability to utilize, reference, and follow agency policies, procedures, and guidelines to provide immediate action in daily responsibilities.
- E. Assist in development and maintenance of agency policies and procedures as they pertain to clinical supervision and utilization management and review.
- F. Identify opportunities for improvement of clinical practice in the organization as well as agency and program practices based on research and best practice information; communicate opportunities to the applicable supervisor.
- G. Participate in continuous quality improvement and assurance activities.
- H. Abide by ethical codes, mission, values, and professional standards, including confidentiality.
- I. Actively utilize and reference agency policies, procedures, and guidelines.
- J. Present a positive attitude, professional demeanor and demonstrated respect with youth and young adults, families, staff, visitors, and community partners.
- K. Perform all work tasks in a proper and safe manner per established policies, procedures and guidelines to prevent unnecessary injury, time loss and agency expense.
- L. Comply with all federal, state and agency health and safety reporting requirements.
- M. Complete direct supervisee performance evaluations in accordance with Kairos policy.
- N. Regularly create, review, and submit IFT productivity reports.
- O. Participate in program reviews and quality assurance assessments.
- P. Serve as back up to the Program Manager and spokesperson for Jackson Services in the absence of the Program Manager.

#### **Other Duties:**

Perform other related work as assigned.

Attend trainings and meetings as assigned. May be appointed to committees.

#### **Attendance:**

Maintain prompt and regular attendance.

Ability to be flexible and adjust schedule as necessary to fit program needs and meet the needs of youth and their families.

**Physical Demands:** The physical demands described here are representative of those that must be met by the staff person to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the staff person is regularly required to use hands to type, handle or feel; reach with hands and arms; talk or hear. The staff person frequently is required to stand and walk. The

staff person is occasionally required to sit, stoop, kneel, crouch or crawl. The staff person must frequently lift and or move up to 10 pounds and occasionally lift and/or move up to 45 pounds. Specific vision abilities required for this job include close vision, distance vision, color vision and depth perception and operating a motor vehicle.

**Working Conditions:** The working conditions described here are representative of those that must be met by the staff person to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the staff person is person frequently exposed to loud noises, outside weather conditions such as heat, cold and humidity. The staff person is occasionally exposed to chemical solutions and body fluids. The staff works in varied residential and community environments based on assigned caseload; conditions of client homes and environments may vary.

**Hazardous Conditions:** Risk of verbal and physical threats and harm from clients. Possible exposure to air and Bloodborne Pathogens

**Equipment Used:** May include general office equipment, such as computer, telephone, agency or personal vehicle, general cleaning supplies, and kitchen utensils/supplies.

**Travel:** Travel is expected for required trainings and transportation of clients.

**Other Responsibilities:**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Duties, responsibilities and activities may change at any time with or without notice.

Staff signature below constitutes staff's understanding of the requirements, essential functions and duties of the position.

Staff signature: \_\_\_\_\_ Date: \_\_\_\_\_