



# Restoration Counseling & Community Services, LLC

## Program Manager

**FLSA Classification:** Exempt, Salaried

**Position Type:** Full time days with occasional evening and weekends.

**Reports to:** Clinical Treatment Director

**Travel:** Minimal (between locations in the metro area)

**Manages Others:** This position is responsible for managing all clinical staff within her/his respective RCCS location. The Program Manager is able to delegate some daily tasks to the Clinical Lead if applicable and when approved by the Chief Clinical Officer.

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### POSITION PURPOSE:

The roles of RCCS are to restore clients to sober and active members of the community, and to provide prevention services to community members who are at risk of falling to substance abuse and criminal lifestyle. In conjunction with the Chief Clinical Officer and CEO, this position is responsible for managing the program operations and clinical staff of his or her respective RCCS location. The Program Manager must operate within the standards and guidelines of the RCCS program plans, policies, and procedures.

### REQUIRED QUALIFICATIONS:

- Five (5) years of experience managing and developing programs to support an organization's direction, as well as creating and managing long term goals.
- Three (3) years of experience directing, organizing and managing staff in large settings.
- Two (2) years of experience working with the populations involved with the criminal justice system.
- Experienced in developing budgets and operating plans for program as well as writing program funding proposals.
- Expert in providing structured supervision to direct reports that align with the staff member's professional development and the goals of the company.
- Knowledge of, understands and complies with rules adopted under Minnesota Statutes, Chapter 148F and Chapters 245.462 Subdivision 17 3 and 4 or subdivision 18.
- Meets requirements and knows and understands the implications of the following additional Minnesota statutes:
  - Chapter 245G ((Substance Abuse Treatment)
  - Chapter 245A (Human Services Licensing Act – HSLA)
  - Section 626.556 (Maltreatment of Minors Act – MOMA)

- Section 626.557 (Vulnerable Adults Act – VAA)
- Section 626.5572 (VAA Definitions)
- Knowledge of and understands client rights and staff responsibilities
- Knowledge of and understands CFR-42 as it relates to the obtaining of a Release of Information
- Understand the philosophy of addiction and recovery, as well as chemical abuse and dependency and criminal thinking
- Documented two years of freedom from chemical use problems
- Excellent reading and writing skills
- Excellent clinical writing skills
- Effective interpersonal communication skill
- Ability to work independently, identify problems and solutions
- Ability to work as a team, give and receive positive feedback and constructive criticism
- A personal philosophy that is respectful of others, appreciative of differences, and client-centered
- Integrity, honesty and commitment to quality
- Must be 21 years of age or older
- Valid driver's license and a reliable vehicle
- Pass Minnesota Department of Human Services Background Study

**PREFERRED QUALIFICATIONS:**

- Master's degree in a behavioral science field from an accredited college.
- Licensed Mental Health Professional under the Minnesota Statute Chapters 245.462 Subdivision 18.
- Licensed Alcohol and Drug Counselor under the following Minnesota Statute, Chapter 148F.
- Minnesota Behavioral Health and Therapy Board Approved LADC Supervisor and LPCC Supervisor.
- Demonstrates expertise in psychological testing (personality, affective and cognitive functioning). Able to administer/score tests and write informative reports to aide in treatment/goal setting.
- Demonstrates a good understanding of all factors that contribute to the development of Mental Health Disorders and Addiction, range of symptoms exhibited, and preferred treatment modalities.

**JOB RESPONSIBILITIES:**

- Responsible for all aspects of site location, including clinical quality, clinical programming, DHS recommendations and rules, requirements for CARF accreditation as well as budgetary awareness/oversight.
- Maintain an appropriate chain of command and communication within the site location, as well as directing and delegating to staff accordingly.
- Act as a primary point of contact between larger referral sources, and as an ambassador for the site location, and able to speak to the clinical services provided.
- Direct supervision of mid-tier supervisors, analysis and assessment of team related data, trends, and overall solutions to implement immediate improvement.

- Provide clinical supervision to assigned staff, clinical review of treatment progress and approval of the individual treatment plans.
- Provide consultation and support to staff as needed including being available for staff to debrief about difficult situations.
- Track and assign staff productivity.
- Responsible for ensuring quality control in the delivery of clinical services through daily clinical audits.
- Responsible for assuring client confidentiality among clinical counseling staff
- Authority to admit and discharge clients
- Provide individual, family and group counseling for RCCS clients as assigned and clinically recommended.
- Report progress and changes in client condition to clinical director, clinical supervisor, client physicians and referral sources on an ongoing basis as indicated.
- Develops effective working relationships with individuals receiving services as well as their families as needed while maintaining professional boundaries.
- Participate in weekend rotating on call availability for Housing Crisis related to Chemical Dependency.
- Coordinate and facilitate weekly Treatment Team Meetings
- Collaborate with Housing Lead on decisions regarding restrictions, payment of rent, overnight passes, client privileges, crisis prevention plans and discharges from housing. Ensure that these decisions are documented in the client's treatment plan or clinical chart. Defer to Housing Director and Chief Clinical Officer there is a disagreement between Housing Lead and Clinical Staff/Supervisor.
- Ensure communication and synergy between housing and clinical team
- Collaborate with Chief Clinical Officer to conduct staff annual performance evaluations for staff assigned.
- Analyze program evaluations, weekly clinical flash reports, post discharge surveys, AMA reports, daily census, billable service hours, as well as direct and indirect service hours from an overall site perspective
- Meet with the Chief Clinical Officer and Clinical Management Team regularly to coordinate organizational initiatives, program goals, and maintain of streamlined organizational procedures, documentation, standards and requirements
- Participate in continuous improvement-based action planning for site specific goals and overall organizational initiatives
- Report and provide information related to overall status of programming to the Chief Clinical Officer including, but not limited to; areas of improvement, staffing needs, workflow improvement, program growth, compliance and clinical programming needs
- Complete all required written documentation according to program policy/regulation. This includes at a minimum weekly progress reports, clinical reviews and ITP updates as needed.
- Participate in committee work and other appropriate tasks as requested by the Chief Clinical Officer
- Participate in annual training as required by 245G.
- Facilitate staff training per Chapters 245G, and Chief Clinical Officer guidelines
- Perform other duties as assigned including assisting at other RCCS locations.

#### **WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of the Program Manager. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

While performing the duties of the Program Manager, the employee is frequently required to stand, walk, sit, talk and hear. The employee is occasionally required to use hands to finger, handle or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. Specific vision abilities required by this position include close vision, distance vision, and ability to adjust and focus. An employee in this position may need to lift at least 10 pounds, exert him/herself while performing physical restraints and blocks.

**ACKNOWLEDGEMENT:**

This position description is not meant to be all-inclusive. It defines the critical job responsibilities and requirements only, which are subject to change at any time due to reasonable accommodations or for other reasons.

I, the undersigned, have read the contents of the position description and understand that I am accountable for all the duties and responsibilities outlined herein.

Employee's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Employee's Signature \_\_\_\_\_ Date: \_\_\_\_\_