



CRISIS SERVICES PROGRAM MANAGER

Status: Exempt, Full-Time
Hours: Monday-Friday, 8:00 a.m.-5:00 p.m., some evenings and weekends
Location: Edmond

DEFINITION:

The Manager of Crisis Services is responsible for ongoing operation, and evaluation of mobile crisis intervention for adults and families. The Manager also works in a supervisory capacity in an Urgent Care Center that provides on site assessment and support. This position is designated as an essential position and the employee's presence at work is required to assist the agency and/or division in meeting its operational needs. This position is not eligible to work remotely.

SUPERVISION:

The position is supervised by the Director of Urgent Care.

ESSENTIAL JOB FUNCTIONS:

- Oversees day to day functioning of the Mobile Crisis Team operations including completion of tasks, case assignments and follow up.
- Provides expert leadership throughout the evaluation process including all components of assessment and the treatment planning including risk and safety planning and mental status exams specific to acute psychiatric conditions for adults and children.
- Develops effective practice work teams and effectively implements and manages change, mentoring and developing staff and empowering practice teams.
- Works as a partner in an integrated urgent care support services network, contributing to NorthCare's mission by working effectively with clients, family members, police, community partners, and the mobile crisis team in a professional, hopeful, and respectful manner to ensure that client's needs are being met.
- Provides clinical and administrative supervision to the staff of assigned program(s), including hiring, training, progressive disciplinary action, evaluation, and support of the professional development of those staff members.
- Conducts assessments and provides oversight of ongoing case management of active mobile crisis intervention cases including ensuring completion of tasks, follow up, and case assignments.
- Partners with all stakeholders in an integrated urgent care/ mobile crisis network serving the NorthCare catchment area and works to collaboratively facilitate the development and operation of a distinct level of community-based crisis care and crisis response systems that are consonant with best practice guidelines in the delivery of emergency behavioral health care.
- Assists Director with managing and maintaining scheduling for Edmond URC assuring 24/7 coverage.
- Collaborates with other URCs, Transportation and Mobile/Inpatient Crisis Services.

OTHER JOB DUTIES AND RESPONSIBILITIES:

- Provides consultation to the team regarding varying behavioral health services and the nature of the treatment, the rehabilitation and the support offered.
- Understands all rules and regulations for URC and coordinates with agencies outside agencies including ODMHSAS as needed.
- Identifies opportunities for improving efficiencies to achieve benchmark objectives and ensure a high level of consumer satisfaction and service.
- Promotes a clinical culture that is welcoming, engaging and accessible. Fosters a professional environment that uses evidence-based practices to provide services focused on behavioral healthcare, physical healthcare, and social needs.
- Maintains clinical records in a timely manner as required by agency, state or federal funding sources and accreditation authorities. Completes all required forms and maintains same in a manner consistent with requirements.
- Maintains core competencies in relation to working with co-occurring disorders through continuing education and implementing skills into all aspects of treatment.

- Attends staff meetings, workshops, and seminars to learn agency policy, rules, regulations, and procedures; participates in on-going in-service training as well as pertinent external training.
- Assists in the development and implementation of programmatic goals and objectives.
- Performs other duties as required and/or assigned by Vice President of Clinical Operations and/or Executive Staff.

POSITION REQUIREMENTS:

Master's degree in psychology, Business, Public Administration, Nursing, Human Relations, Education, Health Administration, or closely related field AND three (3) years in management capacity. Licensure in the State of Oklahoma in one of the mental health disciplines required. Knowledge of crisis intervention and ability to problem-solve with critical thinking skills. Ability to assess, plan, intervene and evaluate department processes, operations, and staffing effectively.

This position requires a high degree of flexibility and efficiency. Must display proficiency in the MS Word processing software and intermediate general computer skills. Must demonstrate good interpersonal skills and the ability to effectively communicate verbally with English-speaking patients. Employee must have excellent written and oral communication skills. Must be able to move about facilities freely. Casual professional dress is required with adherence to dress code requirements.

Must have access to reliable transportation. Local travel is required. Must possess and provide verification of valid Oklahoma driver's license during employment with NorthCare. Must maintain and provide verification of current automobile liability insurance including uninsured motorist coverage.

Must have and/or complete all required training within 30 days of employment with NorthCare Must have TB test within 12 months prior to employment with NorthCare or obtain within 30 days of employment with NorthCare..

Every NorthCare employee is responsibility for adhering to all laws, professional standards and ethical codes that apply to his/her job responsibilities.

BENEFITS/PERKS:

- Competitive salary
- Recharge days for immediate use upon hire for full-time employees
- Paid Holidays
- Paid Time Off
- Retirement 403(b) with employer contribution (no employee match required)
- Educational and Training stipend
- CEU's and trainings
- Medical, dental and vision insurance options with ZERO Card benefits
- Flexible spending accounts for Health Care and Dependent Care Expenses
- MDLive (company paid)
- Employee Assistance Program (EAP)
- Cell Phone stipend
- Mileage Reimbursement

To apply please click the link below:

[Crisis Services Program Manager](#)