



JOB DESCRIPTION
INTENTIONAL COMMUNITIES SUPERVISOR

TOUCHSTONE
MENTAL HEALTH

Program: Intentional Communities
Reports To: Director of Operations

Classification: Exempt
FTE: 1.0 fte
Pay Grade: \$50,000-\$60,000

Position Summary

This position provides leadership and management for the intentional communities. This position functions as a part of the leadership team across the agency.

Essential Job Functions

Agency

- Maintain the vision, mission and values of TMH
- Remain up-to-date regarding the various programs of TMH
- Remain up-to-date regarding agency policies and procedures and perform all functions in accordance with TMH policies and procedures.
- Provide the highest quality of customer service consistent with TMH's values and standards.

Supportive & Motivational Client Relations

- Establish supportive, motivational and therapeutic relationships with clients, ensuring an atmosphere of safety, security and responsible mental health care.
- Serve as a role model and coach for clients regarding developing and using effective problem solving, decision-making, conflict resolutions, independent living skills and responsibilities.
- Know current level of functioning of clients and appropriate needed interventions. Assist clients in understanding and management of mental health issues. Observe client behavior and physical and emotional symptoms and perform behavioral management interventions, as needed. Address co-occurring chemical health concerns.
- Assist clients in understanding and management of mental health and chemical dependency issues. Meet regularly with clients to assist in skill building for managing symptoms of their illness.
- Coordinate delivery of services to effectively address client needs. Facilitate and coach clients in using natural supports and mainstream community resources to support goals around living in the community. Provide clients with logistical and organizational support for planning and resolving potential barriers. Refer clients in crisis to appropriate resources and provide follow-up.
- Learn the independent living skills development needs of clients to assist clients in implementing goals and objectives for meal planning and preparation, housekeeping, laundry, proper use of household appliances and furniture, shopping, budgeting, etc. Provide training, demonstration, and observation both individually and in group sessions about identified areas. Make accommodations as needed to assure client and staff safety. Provide assistance if a client is not able to complete a task.
- Assist clients with facilitating community meetings and activities to engender self-governance. Support development of leadership skills and contributing roles for clients. Encourage and model direct communication among community members about concerns.
- Support welcoming process for new members and insure they are informed of community agreements and event schedules.

Program Administration

- Coordinate admission and discharge process. Conduct initial comprehensive assessment of clients to determine client needs. Ensure individual plans reflect clients' needs and service desires. Complete individual plan with clients and team members. Make recommendations to team. Communicate instructions and methodologies as appropriate to ensure that plan is implemented correctly.
- Ensure the implementation of evidence-based treatment practices by staff.
- Provide crisis intervention services for clients and support the crisis intervention work of other team members.
- Maintain ongoing communication with families, community providers, and others as needed to promote the health and well-being of clients.
- Provide services individually and in groups as programming requires. Document client attendance, interaction, and relevance to individual plan.
- Coordinate with program director to develop annual program budget. Monitor actual revenues and expenses against budget. Provide oversight for purchasing of supplies, maintenance, etc. according to established budget.

- Monitor standards and compliance issues. Review and sign all clinical documents, including clinical consult and review.

Staff Management & Leadership

- Direct and supervise staff to ensure effective implementation of the agency's mission, goals and objectives. Establish and clearly communicate performance expectations and delegated responsibilities. Provide ongoing coaching, training and support, and create an atmosphere for open communication.
- Model positive service practices for staff. Provide individual and group supervision, consultation, guidance and support to staff. Maintain high performance standards for staff.
- Understand and implement agency policies and relevant external regulations related to staffing.
- Oversee recruitment and hiring of program staff. Assure adequate staff coverage. Conduct performance evaluations.
- Identify training needs and implement training opportunities.

Program Team Member

- Participate in team meetings and process to participate in communication concerning clients and facility.
- Follow established program and agency protocols, policies and procedures, including documentation. Provide team with thorough, timely, legible, accurate, objective information. Provide input for client care plans. Collaborate with staff regarding client goals and objectives.
- Maintain a collaborative relationship with team. Provide help to other team members as needed.
- Participate in creating an overall positive community atmosphere with other staff and residents.
- Complete required trainings, both upon hire and annually.

Other Duties

- Participate in agency wide after-hours on-call rotation to provide clinical consultation to staff as needed.
- As assigned.

Physical Requirements

The work of this position entails the use of standard office equipment as well as a wide variety of household appliances and equipment including but not limited to the clothes washer and dryer, dishwasher, stove, microwave oven and vacuum cleaner. The work of this position requires that the incumbent be able to see, hear, speak, read and write English clearly in order to ensure client welfare and development. This position requires the ability to drive an automobile on a daily basis. This position will also be approved to use agency vehicles. The incumbent must be able to reach, use fingers and drive up to 2/3 of the hours worked; climb stairs, stoop, kneel, crouch, stand, walk, remain in a static position, push, pull, lift, use fingers, grasp, feel, perform repetitive motions, and carry up to 1/3 of the hours worked. The incumbent must also be able to lift up to 10 lbs from the waist, knee or floor and occasionally 25 lbs from the waist.

Qualifications

Education and Experience

- Ability to meet the Minnesota Department of Human Service Rules for qualifications of a mental health professional required.
- Experience working with people who have severe and persistent mental illness required.
- Advanced knowledge of evidence based treatment practices and methods required.
- Experience in a leadership and supervisory role required.
- Experience or knowledge of chemical dependency issues for adults with mental illness preferred.

Knowledge, Skills and Abilities

- Ability to intervene appropriately in crisis prevention and de-escalation when necessary.
- Ability to communicate effectively and persuasively orally, in writing and on both an interpersonal and group level.
- Knowledge and ability to facilitate groups.
- Excellent interpersonal skills with people from differing backgrounds and cultures.
- Ability to be flexible in meeting scheduling needs. Ability to work on agency holidays, as required.
- Ability to maintain confidentiality of client information and appropriate boundaries.
- Familiarity with Microsoft Office suite, particularly Microsoft Outlook.
- Ability to maintain a clean driving record, a current driver's license, and auto insurance coverage meeting Touchstone Mental Health policy limits.

The above statements are not intended to encompass all functions and qualifications of the position. Rather they are intended to provide a general framework of the essential requirements of the position. Job incumbents are required to perform other functions not specifically addressed in this job description.

Signature

Date