Position Description:

Mental Health Resource Center, a comprehensive mental health center and Joint commission accredited organization is seeking a **Team Leader** to join and direct the Adult Florida Community Treatment (FACT) Program in the **Jacksonville** area.

The FACT Team Leader administers and directs Florida Assertive Community Treatment (FACT) program, a clinical team, which assumes responsibility for directly providing needed treatment, rehabilitation, and support services to persons with severe and persistent mental illness. Promotes recovery, empowerment, self-determination and decision-making for each FACT participant.

This is an ideal opportunity for an individual who enjoys working in a team atmosphere and is dedicated to providing both behavioral health care and social services to the individuals we serve in the community.

Some of the responsibilities of the FACT team include providing clinical and supportive services through advocacy, crisis intervention, assessments, evaluations, treatment planning, case management and medication management. Participants are also provided with community referrals, symptom education, work-related vocational and educational services, social and interpersonal relationship training, and support for the participants' families and care givers.

Most of a FACT team member's day is spent in the community completing many of the above duties. Only about 15% of their time is spent in the office. Company vehicles are available, however members of the FACT team also need to use their personal vehicles to provide services and are eligible for reimbursement for mileage.

The FACT team operates both during and after normal business hours, rotates holiday and weekend responsibilities, and team members rotate carrying an emergency on-call cell phone.

The Mental Health Resource Center manages 9 out of the 32 FACT programs in the state of Florida: Rockledge/Brevard, Tampa, Naples, Clearwater, Kissimmee, Winter Haven, Gainesville and two teams in Jacksonville.

Some of the responsibilities of the FACT Team Leader position include but are not limited to:

Clinical:

- Assesses and screens potential individuals for FACT services.
- Directs and coordinates the admission process and the treatment, rehabilitation and support services of the program in coordination with the psychiatrist.
- Assigns 3- 5 staff for each Individual Treatment Team (ITT) and a primary case manager.
- Directs and coordinates the completion of the initial and comprehensive assessments and oversees the development of the individual's recovery plan.
- Provides clinical supervision of the development of the initial and comprehensive recovery plans and leads recovery planning meetings.
- Directs and coordinates the FACT team's services in coordination with the FACT Psychiatrist.
- Provides direct clinical treatment, rehabilitation, and support services to persons served by the program.

- Coordinates the daily organizational meetings to ensure the team's work of the day is scheduled and participant's identified needs are met and appropriate services are provided.
- Functions as a practicing clinician on the team.
- Participates in providing 24-hour on-call coverage for the FACT program.
- Provides clinical supervision to all FACT staff and provides clinical back up, crisis intervention, and consultation after regular business hours.
- Provides and ensures staff are trained in and carry out evidenced-based best practices (e.g. motivational interviewing, trauma informed care, WRAP).
- Monitors for trauma, abuse and neglect and uses appropriate reporting mechanisms.
- Reviews documentation to ensure timely and appropriate treatment to the individuals served, which meets State requirements and MHRC Medical Records Standards.

Administrative:

- Compiles and submits monthly and quarterly program reports and other reports as required or assigned.
- Monitors the disbursement and tracking of enhancement dollars.
- Coordinates and monitors the documentation and delivery of FACT services. Evaluates program effectiveness and works with Director and Associate Director to recommend corrective action plans when problems are identified.
- Monitors and evaluates program records in achieving goals for outcomes, direct service, the State contract, etc. and works with the Director and Associate Director to recommend corrective actions plans when problems are identified.
- Ensures staff work hours are scheduled to ensure adequate coverage for day, evening, weekend and holiday shifts and on-call hours.
- Monitors the delivery of psychiatric services.
- Assists in the developing and monitoring of the FACT budget.
- Develops, maintains and ensures compliance with program policies and procedures.
- Monitors the collection of data to evaluate program effectiveness and other quality improvement activities.
- Supervises medical records management assuring medical records are in compliance with MHRC policies and procedures and in accordance with contractual and licensing requirements.
- Ensures programs compliance with PACT Model and State contract.

Staff Monitoring:

- Conducts regular program staff meetings, as well as individual supervision of each staff member.
- Facilitates peer reviews.
- Identifies needs for staff trainings, make recommendations for in-service training, provides documentation for all trainings for employee files, makes recommendations for staff to attend educational sessions.
- Facilitates recruitment, hiring, orientation, retention, evaluation and employee relations in coordination with the Director of FACT Programs and the Human Resource Department.

Position Requirements:

In order to be considered candidates must have a Master's degree in Psychology, Counseling, Social Work, Psychiatric Rehabilitation, or human services related field.

Three years' experience working with adults with severe and persistent mental illness (i.e. schizophrenia, bipolar disorder, borderline personality disorder) is required.

One year supervisory experience required.

Valid Florida License as LMHC, LMFT, or LCSW required.

Experience with DBT therapy techniques preferred.

Each member of the FACT team must meet MHRC/RBHS vehicle driver requirements, to include a valid Florida Driver's License, automobile insurance coverage equaling $200,000 and no more than eight points on their license for any combination of violations.

The FACT Team Leader position requires individual and group interaction with persons who have a serious and persistent mental illness in their home environment, a closed office, hospital, nursing home and/or locked unit.

The FACT Team Leader needs to be able to make sound decisions independently on a daily basis, including but not limited to recognizing emergencies and life threatening situations and responding appropriately.

Strong communication skills are essential and this individual must be able to interact appropriately with internal and external customers, including families, caregivers, community service providers, supervisory staff and other department professionals.

Each FACT team member contributes to the completeness and confidentiality of clinical records by ensuring documentation, paperwork and system entries meet internal and external guidelines for content, accuracy and timeliness.

Working knowledge of Microsoft Office Programs, email, and the use of the Internet is required.

Position Details:

Full Time Shift: Monday through Friday (rotating weekends, on-call, and holidays)

This full time position offers a comprehensive benefits package.