

### **Position Description:**

**Mental Health Resource Center**, a comprehensive mental health center and Joint Commission accredited organization, is seeking a Team Leader to join its QUEST Program serving homeless individuals in the Jacksonville Area.

The QUEST Team Leader ensures quality programming and provision of population specific QUEST services to homeless persons through staff monitoring, clinical, and administrative functions.

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

#### **Program Oversight:**

- Provides primary supervision to the QUEST team through oversight, support and coordination of the QUEST Program.
- Provides direct services to individuals, accompanies case managers on home or community visits, and responds to concerns within the program. Serves as intermediary between individuals served and case manager if issues arise.
- Conducts case reviews to determine eligibility for QUEST Services.
- Attends Quality Improvement/Risk Management case reviews.
- Conducts care monitoring sessions and attends treatment team meetings in absence of case manager.
- Assesses and monitors for risk, symptoms of trauma, and indications of abuse or neglect. Uses appropriate reporting mechanisms.

#### **Administrative:**

- Compiles data and submits reports, including but not limited to monthly reports within the scheduled time period.
- Monitors and evaluates program records in achieving goals for productivity, direct service, compliance, Joint Commission standards, and agency standards. Works with Program Manager to recommend corrective action plans when problems are identified.
- Reviews chart documentation, service logs and progress notes on a daily basis to ensure to ensure timely and appropriate treatment is provided to individuals served and ensures the documentation meets both internal and external standards and guidelines.
- Attends meetings in the community and at other agencies as requested.
- Participates in educating the community on the issue of homelessness, advocates for accessibility of community services and attends community meetings regarding housing and other homeless issues for homeless individuals and families.

#### **Staff Monitoring:**

- Conducts staff meetings and individual supervision to staff members.
- Facilitates recruitment, hiring, orientation, retention, evaluation and employee relations.

## **Position Requirements**

In order to be considered, candidates must have a Bachelor's degree in mental health or human services related field.

One year of experience working in social services required.

Experience working with the homeless or mental health population preferred.

Supervisory experience preferred.

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

Requires one-to-one interaction with individuals who may have serious and persistent mental illnesses and/or substance abuse disorders in various settings. Interacts with individuals on the streets of downtown Jacksonville and other areas where the homeless congregate, including but not limited to; transitional housing, office based settings, hospitals, jails, or locked inpatient units.

Must meet Frequent Driver requirements, including a valid Florida driver's license, and insurance coverage equal to or exceeding 50,000/100,000/50,000 split limits.

Proficiency in Microsoft Office, Outlook and use of the Internet are required.

## **Position Details:**

This is a full-time position: Monday through Friday, 7:30am to 4:00pm. This position will provide occasional evening coverage. Rotating weekend coverage is also required from 9:00am-5:30pm.

***This full time position offers a comprehensive benefits package.***