

## **Position Description:**

**Mental Health Resource Center**, a comprehensive mental health center and Joint Commission accredited organization, is seeking a **Program Manager** to join its Co-Responder Program in the Jacksonville Area.

The Program Manager will work directly with the Jacksonville Sheriff's Office (JSO) to develop, implement, and oversee the MHRC Co-Responder Program. The program manager will be responsible for recruiting, training, and supervising the mental health professionals assigned to work with law enforcement partners and case managers. The Program Manager will ensure the mental health professionals provide crisis de-escalation, intervention, assessment, and linkage to appropriate services to ensure disposition of mental health calls and crisis responses result in the least restrictive community-based services. The program manager is responsible for the development, implementation, and management of the co-responder case management team who will provide case management services to individuals interacting with the co-responder teams and individuals incarcerated. The goal of the case management team is to effectively assist individuals with establishing a connection to, and accessing the services and supports needed to successfully transition from acute care settings to less restrictive community-based levels of care on an ongoing basis.

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

### **Program Management**

- Develops relationships and coordinates services that improve the effectiveness and efficiency of the Co-Responder Program.
- Supervises the direct operations of the Co-Responder Program and ensures required services are provided and progress is monitored for individuals enrolled in these services.
- Implements established policies and procedures by incorporating evidence-based practices as a component of service provision to assist individuals in achieving wellness and establishing a path for recovery.
- Works with JSO to conduct on-going monitoring of the Co-Responder Program including on-going program evaluation.
- Works with Co-Responder teams to ensure the delivery of case management services to persons in need of on-going services and supports as identified by the Co-Responder teams.
- Participates in Co-Responder Program meetings to facilitate delivery of services.
- Develops and implements a plan for Jail Outreach.
- Attends community meetings to educate the community about the Co-Responder program.
- Reviews data to identify progress in meeting program goals; reports data to community partners.
- Coordinates the assignments of mental health professionals and case managers.
- Participates in the SAMHSA project meetings.
- Obtains and acquires working knowledge of the most current Florida Administrative Code, 65E-4, Chapters 394, LSF Health System (LSF) guidance documents, and the Agency for Health Care Administration's Mental Health Targeted Case Management Coverage and Limitations Handbook to ensure compliance with all requirements.
- Develops relationships and coordinates services that improve the effectiveness and efficiency of the behavioral health system.
- Supervises the direct operations of Co-Responder services and ensures required services are provided and progress is monitored for individuals enrolled in these services.
- Implements established policies and procedures by incorporating evidence-based practices as a component of service provision to assist individuals in achieving wellness and establishing a path for recovery.
- Ensures Co-Responder case management services are provided to persons in need of on-going

services and supports as identified by the Co-Responder teams/Jail.

- Develops and maintains tracking systems to ensure program data requirements are collected. Ensures data collection is completed and accurate.
- Participates in Co-Responder Program meetings to facilitate delivery of services.
- Develops and implements a plan for Jail Outreach.

#### **Clinical:**

- Assists law enforcement whenever they come into contact with an individual suspected of having a mental illness or substance abuse disorder.
- Provides short-term interventions to reduce symptoms and stabilize the immediate situation.
- Assesses individual risk for danger to self, danger to others, and other safety related concerns and responds accordingly.
- Develops a safety plan in the least restrictive setting.
- Develops a collaborative crisis plan that meets the needs of the individual and law enforcement.
- Assesses and monitors for symptoms of trauma and indications of abuse, neglect, and/or abandonment. Uses appropriate reporting mechanisms.
- Offers effective interventions to assist in coordinating services.
- Interviews natural supports to gather relevant information and provide information as needed.
- Prevents unnecessary hospitalizations or Emergency Department (ED) use of individuals with mental illness or substance abuse.
- Determines when to involve medical personnel when medical safety is identified as an issue.
- Assists with linkage to appropriate mental health, substance abuse, and medical providers as appropriate.
- Works closely with law enforcement and crisis intervention personnel to problem solve complex situations and develop plans for immediate and appropriate interventions.
- Collaborates with other community agencies to address immediate individual needs.
- Encourages the establishment and maintenance of support systems.
- Collaborates with other providers to access needed services.
- Conducts follow up visits with high risk individuals.
- Refers to and coordinates necessary psychiatric evaluation and medication management to ensure access to stabilization services.
- Provides education to individuals on their illness and, if on medication, the necessity of taking the medication as prescribed to reduce symptoms.
- Participates in inter-agency team staffings to discuss challenging situations.
- Responds to referrals received from other JSO officers after an encounter and follow up with the identified individuals.
- Follows directions from law enforcement partner and other JSO officers regarding on-scene safety immediately and without hesitation.
- Provides direct services, serves as clinical back up, and accompanies case managers in home visits as needed.

#### **Staff Monitoring:**

- Monitors staff productivity and direct services to ensure quality services, timely documentation, and compliance with State, LSF, SAMHSA, and MHRC requirements and standards.
- Provides and ensures staff training regarding service provision and documentation requirements (e.g. care coordination, enhancement funds) in accordance with program procedures.
- Facilitates recruitment, hiring, orientation, retention, evaluation, peer reviews and employee relations in coordination with supervisor and the Human Resource Department.
- Completes time sheets and leave requests within required time periods.
- Performs regular supervision of staff through individual sessions and staff meetings.

**Position Requirements:**

In order to be considered, candidates must have a Master's degree in Human Services, Social Work or a related Human Services field from an accredited university or college (a related Human Services field is defined as one in which 30 hours of course work includes the study of human behavior and development) **and** experience working with persons with severe and persistent mental illness required.

Two years' of experience in crisis response and individuals in crisis required.

Registered Intern in the State of Florida (IMHC, ISW, IMFT) preferred.

Licensed in the State of Florida (LMHC, LCSW or LMFT) preferred.

Experience working with law enforcement preferred.

Must demonstrate independent discretion and judgment on a daily basis as it relates to program operations, care of individuals, and managerial responsibilities. This includes but is 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, families, caregivers, community service providers, supervisory staff and other department professionals.

**Position Details:**

This position is a Full Time Days position.

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