

Position Description:

Mental Health Resource Center, a comprehensive mental health center and Joint Commission accredited organization is seeking a **Team Leader** to join the **Adult Team Based Model (TBM) Program** in the Jacksonville area. 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.

The TBM Program is a new specialty care pilot program designed for individuals who are experiencing difficulties in their daily lives as a result of psychiatric instability. Routinely, individuals diagnosed with a serious mental illness experience significant challenges navigating through the multi-layered service delivery system. The program's approach to providing care is recovery focused and promotes member empowerment. The guiding principles include member choice, cultural competence, person-centered planning, rights of members served, collaboration among all practitioners involved in the member's care, and voice.

Some of the responsibilities of the TBM program include providing clinical and supportive services through advocacy, treatment planning, case management and care coordination. 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 TBM staff 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. When company vehicles are unavailable, members of the TBM program may need to use their personal vehicles to provide services and are eligible for reimbursement for mileage.

The TBM program operates 7 days a week with overlapping shifts, operating at minimum of twelve hours per day on weekdays and eight hours each weekend day and holiday. In person contact after hours and on weekends/holidays is only required if members require medication visits from staff, otherwise virtual contact is permissible.

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

Staff Monitoring:

- Conducts regular program staff meetings, as well as individual supervision of each staff member.
- Identifies needs for staff trainings, make recommendations for in-service training, provides documentation for all trainings for employee files, and makes recommendations for staff to attend educational sessions.
- Ensures completion of orientation competency forms.
- Facilitates recruitment, hiring, orientation, retention, evaluation and employee relations in coordination with the Director of Community Based Programs, Senior Director of Community Support Services and the Human Resource Department.
- Completes time sheets and leave requests within specific time period.

Clinical:

- Assesses and screens potential individuals for TBM services.
- Directs and coordinates the admission process and the treatment, rehabilitation and support services of the program in coordination with external providers.
- Assigns each individual primary care coordinator.
- Directs and coordinates the completion of the initial and comprehensive assessments and oversees the development of the individual's recovery plan.
- Ensures assessments are completed in the required time frames with consideration to diagnosis, needs, age and culture.
- Learns as much as possible about any trauma the individual may have experienced and how this impacts interacting with the individual.
- Provides clinical supervision of the development of the initial and comprehensive recovery plans.
- Directs and coordinates the TBM's services in coordination with the assigned Care Coordinator and any external providers.
- 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 TBM program.
- Provides clinical supervision to all TBM staff and provides clinical back up, crisis intervention, and consultation after regular business hours.
- Provides and ensures staff are trained and carries 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.
- Coordinates and monitors the documentation and delivery of TBM services.
- Evaluates program effectiveness and works with Director of Community Based Programs and Senior Director of Community Support Services to recommend corrective action plans when problems are identified.
- Monitors and evaluates program records in achieving goals for outcomes, direct service, the contract, etc. and works with the Director of Community Based Programs and Senior Director of Community Support Services to recommend corrective action plans when problems are identified.
- Ensures staff work hours are scheduled to ensure adequate coverage for day coverage as well as virtual evening, weekend and holiday shifts and on-call hours.
- Assists in the developing and monitoring of the TBM 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.
- Maintains office space to be used for the TBM base.
- Ensures programs compliance with the program description and contract.

Position Requirements:

In order to be considered, a candidate must have a Master's degree from an accredited university or college with a major in counseling, social work, psychology, criminal justice or a related Human Services field (a related Human Service field is one in which major course work includes the study of human behavior or development), three years' experience working with adults experiencing serious mental illness and one year supervisory experience preferred.

Proficiency in the RBHS/MHRC Electronic Health Records (EHR) and Patient Information System demonstrated within three months of employment.

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

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

Requires the ability to travel to satellite facilities, community agencies, and to make contact with individuals by performing home visits or community outreach.

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

Position Details:

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

This full time position offers a comprehensive benefits package.