



Mental Health Director Position Description

RISE is an emerging leader in coordinated care and mental health service delivery in Dane County and the Greater Madison area. We embrace a strengths-based approach in partnering with others to address the mental health and wellness needs of our community. We value collaboration, learning, and growth. We encourage personal and professional growth in all positions in our agency and seek new talent that will continue to enrich and diversify our workplace perspective and our connection to the community.

The Mental Health Director is a member of the agency's Senior Leadership Team. The Mental Health Director is responsible for providing strategic, programmatic and clinical oversight for the agency's mental health programs and mental health initiatives and provides clinical consult agency-wide as necessary. This person will directly supervise members of the Extended Leadership Team and serve as an important link between programs and senior administration. The primary tasks of this position are providing culturally competent clinical and administrative supervision, and as a member of the Leadership Team, developing policy, organizational goals, and participating on outside committees related to the efficient, effective operation of the agency.

Position Responsibilities:

Clinical and Programmatic

1. Oversee all mental health programs and activities at RISE and ensure sound clinical practices are being followed
2. Provide administrative, clinical and reflective supervision to Program Leaders.
3. In collaboration with others develop, implement and oversee clinical initiatives i.e. trauma-informed care, motivational interviewing, etc. for the agency and its programs.
4. Provide administrative oversight for clinical consultants i.e. psychiatrist, psychiatric nurse practitioner, psychiatric physician's assistant and/or others.
5. Maintain confidentiality of all employees and participants in agency programs.
6. Provide clinical back-up to staff and supervisors as necessary.
7. Lead and direct expansion of clinical programming in existing programs.
8. Work collaboratively with supervisors to ensure staff are oriented, trained and meeting agency/program practice standards.

Staff Development

1. Participate/facilitate clinical consultation with program staff.
2. Oversee professional development and training related to clinical services at the agency.
3. Provide training and guidance to supervisors in order to support their development.
4. Offer clinical training to agency staff members and the community on a variety of topics within scope of expertise.
5. Directly supervise new clinical initiatives as necessary and within scope of expertise.

Quality Improvement

1. Work closely with Directors, Supervisors and the Quality Assurance Specialist to ensure that contract requirements are met and that durable results for program participants are being achieved.
2. Work with Quality Assurance Specialist to analyze program trends and make recommendations for program improvement strategies when necessary.
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4. In collaboration with Program Leaders, identify, establish and direct policy and procedures.
5. Meet regularly with Chief Financial Officer and Development Director to ensure that programmatic offerings remain financially sustainable over time.

Community Outreach

1. Assess potential service delivery offerings to the community for feasibility and alignment with the agency's mission, vision and values.
2. Partner with Director of DEI to engage diverse communities and make sure that the service delivery is culturally and linguistically competent.
3. Explore programmatic opportunities that may result in expansion of unrestricted funding.
4. Provide presentations as needed to educate professionals and the community about the vision, mission and services of RISE and its programs.
5. Represent RISE on various community committees that pertain to the programs within oversight.
6. Partner with Executive Director to meet regularly with community partners, contract managers, and strategic allies to build relationships and to further position RISE within the community.
7. Work in partnership with Director of Development to collaborate, strategically plan, collect data and share participant success stories to show impact of the programs.

Administration and Development

1. Work closely with the other program level Directors for overlap between agency programs.
2. Work with the Human Resources Manager, DEI Director and Executive Director in the areas of staff recruitment and employee relations.
3. Oversee data entry to ensure that information/reports are accurate and prepared in timely manner.
4. Work with Quality Assurance Specialist to analyze program trends and make recommendations for program improvement strategies when necessary.
5. Work collaboratively with the Chief Financial Officer in annual budget development and review monthly financial reports to ensure programs are operating within financial parameters.
6. Complete and monitor agency-related administrative tasks, such as time sheets, staff expense reports, time off approvals, scheduling, and performance management using agency software.
7. Prepare reports required by contract or requested by county officials or the agency Executive Director, Clinical Director, or CFO.
8. Prepare and present reports to the Board on program operations.
9. Monitor work for contractual, legal or regulatory compliance.
10. Work independently and make decisions that may impact program, agency, and participants.
11. Take the lead on responding to and writing RFPs that support on-going funding of the programs within scope.

Supervisory/Management Responsibilities:

1. Work in partnership with HR Team to support, and supervise all Program Supervisors to ensure proper onboarding, training and development, employee relations matters and performance management issues, are all handled appropriately.
2. Ensure that all programs and direct-care staff implement the overarching philosophies of a family stability model of care that is reliant upon effective family engagement, measurable outcomes and durable results.
3. Facilitate and participate in recruiting, hiring and orientation efforts for new staff, and work with Human Resources staff and the Senior Leadership Team in the areas of staff recruitment, performance recognition, and retention. Take a direct role in the recruitment and coordination of in-house psychiatry and prescribing.
4. Provide administrative, clinical, and reflective supervision to direct supervisory reports and staff.
5. Provide clinical supervision for staff members who are acquiring supervised clinical hours toward licensure, as needed and as possible under parameters of the candidate's license.
6. Oversee the provision of RISE's after-hours emergency response for enrolled participants, provide crisis back-up to Program Supervisors and direct-care staff as necessary, and participate in back-up on-call schedule with other members of the Leadership Team.
7. Participate in program staff meetings as needed to communicate agency information from the leadership team.
8. Appraise productivity and performance of staff members and teams according to contractual or agency guidelines.
9. Employ staff recognition strategies in maintaining staff morale and staff effectiveness to ensure agency goals are met.
10. Partner with Director of HR to respond to employee grievances or complaints.
11. Partner with supervisory staff and Human Resources Manager to address employee performance issues and facilitate plans of improvement and disciplinary actions when necessary.
12. Delegate projects to others as needed.

Required Qualifications:

- Master's Degree in counseling, social work, psychology, or closely related field
- Licensed Mental Health Clinician with Clinical licensure in Wisconsin to include one of the following (Licensed Professional Counselor, Licensed Clinical Social Worker, Licensed Marriage and Family Therapist or equivalent)
- Minimum of 5 years of experience in human service related field, working with children, families, and young adults impacted by mental health challenges
- Minimum of 3 years of supervisory or program management experience
- Comprehensive Community Services (CCS) certified within 3 months of hire
- Knowledge of Dane County human service resources
- Ability to juggle multiple prioritize and use sound clinical judgement
- Ability to drive self and others via vehicle
- Daily access to a reliable vehicle, with valid drivers' license and insurance within agency's required limits
- Demonstrated strong written and verbal communication skills

- Proficient computer skills, specifically in current versions of Microsoft Word, Excel, Outlook and Power Point; and willingness to learn new skills as needed or required
- Ability to pay attention to detail and a commitment to quality and the timely completion of duties
- Demonstrated ability to work as a member of a team

HIPAA Regulations:

As a required part of employment with RISE, the employee must preserve all rights and protections under the Health Information Portability and Accountability Act (HIPAA) of 1996 for the consumer population served by this agency; it is the obligation of the employee to ensure that private health information is protected and that disclosures are permitted only with appropriate authorization. The employee is required to comply with all Federal and State regulations as part of the organization's HIA training which describes the policies and procedures for the agency.

Physical Demands:

While performing the duties of this job, the employee is required to sit at a desk and computer for long periods of time, is occasionally required to stand; use hands and fingers to operate and handle keyboards and computer controls. May be requested to lift materials of up to 20 lbs. Specific vision abilities required include close vision reading. The position requires sitting, standing, stooping, bending, lifting, walking, climbing, speaking and driving. The functions of this position are varied in nature and require the ability to make clear and concise presentations and to respond in an effective and appropriate manner during crisis. The employee is required to communicate effectively via verbal, audible and written means.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Application Instructions:

Send completed resume to hr@risewisconsin.org

Alternatively, fax to (608) 250-6637 or mail to:

Attn: Human Resources

RISE

2120 Fordem Ave

Madison, WI 53704

If you need technical assistance or an accommodation during the application/hiring process, please email us at hr@risewisconsin.org or call (608) 250-6334.

- Criminal background check is required for employment.
- Valid Wisconsin Driver's License, access to reliable transportation, and automobile insurance are required

RISE is an Affirmative Action/Equal Opportunity employer. RISE offers equal employment opportunities to all employees and applicants for *employment, upgrading, demotion or transfer, recruiting, layoff or termination, rates of pay or other forms of compensation, selection for training including apprenticeship insofar as it is within our control* without regard to race, color, religion, sex, sexual orientation, national origin or ancestry, income level or source of income, arrest record or conviction record, less than honorable discharge, gender identity, physical appearance, political beliefs, student status, genetic information, marital status, age, disability, or any classification protected by federal, state, or local laws.

The information written in this job description indicates the general nature and level of the work to be performed. This job description is not designed to contain or be interpreted as totally comprehensive of every job duty, responsibility, or qualification required by an employee assigned to this position. While employed in this position, an employee may be required to perform other duties not listed in the description. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. RISE retains the discretion to add duties or change the duties of this position at any time