



Comprehensive Community Services Program Supervisor 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 Comprehensive Community Services (CCS) Program Supervisor is a member of RISE's Leadership Team. This person leads a team of staff who provide supportive Service Facilitation and supportive counseling to youth and young adults ages 6-35. The CCS Supervisor/ Mental Health Professional is responsible for maintaining a small participant roster of program participants as well as providing administrative, clinical, and reflective supervision to staff within the program.

Position Responsibilities:

Supervisory/Management

1. Facilitate weekly group team meetings and individual supervision, including reflective supervision, to ensure quality provision of services, service continuity, and achievement of contract goals.
2. Meet with Mental Health Director at least every other week for administrative/reflective supervision.
3. Assign incoming county referrals accordingly to staff and enter clinical information in HS Web App to facilitate enrollment.
4. Supervise daily activities of individual staff members to ensure smooth and efficient provision of services.
5. Employ staff recognition strategies to maintain staff morale and effectiveness.
6. Conduct regular audits of employee activities, including program participant-related and program-related paperwork, to ensure compliance with expectations.
7. Provide back-up/ secondary service facilitation to staff during regular business and after hours as needed.
8. Lead the interviewing, selecting, and training of CCS staff.
9. Determine techniques for planning and apportioning work among staff.
10. Appraise staff professional goals, productivity, grievances, and discipline.
11. Participate in CCS program budgeting.
12. Monitor the workplace for safety issues and immediately correct when possible or consult with Mental Health Director-if additional support is needed.
13. Attend monthly CCS Service Director's meeting

Administration

1. Facilitate and participate in recruiting, hiring, and orienting new staff in the CCS programs
2. Obtain and maintain Dane County CCS certification.
3. Identify and manage training needs of the CCS staff.
4. Ensure compliance with weekly Dane County audit paperwork.
5. Meet with CCS Service Director every two months for technical assistance.
6. Prepare reports required by contract or by County officials, Mental Health Director, or Executive Director.
7. Complete agency-related administrative items, such as time sheets, payroll, staff expense reports, earned time approvals, scheduling, program purchasing requests, etc.

Program Development & Implementation

1. Prepare community presentations as needed to educate professionals and the community about the vision, mission, and services of the CCS program and RISE.
2. Employ strategies to monitor adherence to best practice standards.
3. Analyze Program trends and make recommendations for changes when necessary.
4. Work with RISE's other CCS /CLTS Supervisor and Directors in developing and maintaining policies and procedures for the CCS program.
5. Always develop and maintain collaborative relationships with county referral sources to maintain program enrollment at or near capacity.
6. Develop and maintain collaborative relationships with community service providers and assist the staff in identifying and accessing community resources.
7. Attend monthly Dane County Department of Human Services CCS service director meetings and other community systems meetings as needed.

Direct Service:

1. Provide back-up to staff in the Program as needed.
2. Provide consultation and guidance for all CCS program participants and ensure compliance with established requirements.
3. Maintain a small roster of program participants and fulfill the service facilitator position responsibilities for these program participants.
4. Complete all program participant-related and program-related paperwork according to established timelines.

Required Qualifications:

- Bachelor's degree in Psychology, Social Work, Sociology, or any other course of study approved by the CCS Provider Network.
- Currently CCS certified or able to obtain certification within 3 months of hire.
- Minimum of five years of relevant experience serving individuals and families with significant mental health challenges
- Leadership experience in the community and/or in a formal supervisory role.

- Experience and knowledge navigating systems of care and creating linkages between-participants and these services
- Experience working with others from diverse cultural backgrounds and a commitment to cultural humility and trauma-informed care
- Commitment to strength-based, recovery-focused programming.
- Ability to drive self and others via vehicle
- Daily access to a reliable vehicle, with valid drivers' license and insurance
- Demonstrate 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

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 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.

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 HIPAA 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 35 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.

Performing the duties of this position in the community setting involves employees sitting, standing, stooping, bending, lifting, walking, climbing, and speaking. 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.

Work Conditions/ Hours:

Office: Heated and air-conditioned open office/office environment. Noise level is usually low to moderate. Significant travel by vehicle required. The employee may be requested to drive self and others via vehicle. Regular schedule is 40 hours per week, Monday–Friday, with some scheduling flexibility.

Home and community visits: This position also requires the employee to provide services in the homes of families within the community. As such, work conditions in program participant homes will vary. The noise levels in the work environment may vary, as is expected when working with young children, youth, and families. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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.