



*Therapeutic Services  
Team Program  
Supervisor  
Position Description*

The Therapeutic Services Program Supervisor leads a team of Community-Based Clinicians who provide assessment, treatment planning and appropriate therapeutic clinical interventions to individuals in Dane County in collaboration with natural and formal support systems. The Program Supervisor is also responsible for maintaining a small participant roster of enrolled participants as capacity allows.

**Position Responsibilities:**

Supervisory/Management

1. Review service referrals and match them with Therapeutic Services Team staff based on availability and goodness of fit.
2. Facilitate regular group and individual supervision, including reflective supervision and clinical supervision, to ensure quality provision of services, service continuity, and achievement of goals.
3. Supervise daily activities of individual staff members to ensure smooth, efficient, and effective provision of services.
4. Employ staff recognition strategies to maintain staff morale and effectiveness.
5. Facilitate regular performance evaluations (6 months and annually) in accordance with agency policy. Support staff with identification and development of annual goals, facilitate plans of improvement and disciplinary actions as needed.
6. Conduct regular audits of employee activities, including program participant-related and program-related paperwork, to ensure compliance with expectations.
7. Provide clinical support, consultation, and coverage to Therapeutic Services Team staff during regular business and after hours as needed.
8. Determine techniques for planning and apportioning work among Therapeutic Services Team staff.
9. Participate in program finances and budgeting processes.
10. Monitor the workplace for safety issues and immediately correct when possible or advise supervisor and members of SLT if additional support is needed.
11. Lead/participate in Strategic Planning Process for the Therapeutic Services Team. Collaborate with other Mental Health Program leaders to support ongoing collaboration and effectiveness of CCS related services at RISE.

Direct Service

1. Serve a small roster of participants and document an average of 5-10 service hours as capacity allows.

2. Provide clinical services to youth, adults, and/or families in a setting best fit to participant needs (e.g., in the home, community, telehealth office) and fulfill all duties of a Community Based Clinician for assigned participants.

#### Administration

1. Facilitate and participate in recruiting, hiring, orienting, and onboarding new staff in the program.
2. Identify and manage training needs of the Therapeutic Services Team staff.
3. Prepare reports required by County officials, funding sources, or RISE Senior Leadership as needed.
4. Maintain database of referrals received and participants enrolled in TST services and other information tracking as required by program funders.
5. In conjunction with the Mental Health Program Support Specialist collaborate with care management representatives from commercial insurance companies to facilitate Crisis Stabilization and Diversion referrals.
6. Build and maintain relationships with referral sources, including commercial insurance companies and Dane County CCS Service Facilitation agencies.
7. Complete agency-related administrative items, such as time sheets, payroll, staff expense reports, ET approvals, scheduling, and program purchasing requests.
8. Completes all program-related paperwork and enters information in data system (i.e., program participant data, logs, expense forms etc.) in a timely manner.
9. Achieves and maintains CCS certification (including initial trainings, ongoing training requirements, and supervision logs).
10. Collaborate with Mental Health Program Support Specialist to identify and address program administrative needs.

#### Program Development & Implementation

1. Prepare community presentations as needed to educate professionals and the community about the vision, mission, and services of the 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. Collaboratively develop and maintain policies and procedures for Therapeutic Services Team. Collaborate with Mental Health Leadership Team on development and maintenance of cross program policies and procedures.
5. Develop and maintain collaborative relationships with community service providers and assist the Therapeutic Services Team staff in identifying and accessing community resources.
6. Engage in and rotate facilitation of monthly Clinical Development meeting.
7. Provide mental health consultation and psychoeducation to participants' support teams as needed.
8. Provide clinical support and consultation to other RISE programs as needed and as capacity allows.
9. Identify and facilitate professional development opportunities for TST and other mental health program staff as needed to facilitate effective participant service.
10. Engage in agency wide clinical development initiatives.

**Required Qualifications:**

- Master's degree in counseling, social work, human services, or related field with applicable licensure (LPC, LMFT, LCSW, etc.)
- Minimum 5 years of relevant experience serving individuals with significant mental health challenges
- Commitment to trauma-informed and culturally relevant service provision
- Experience and knowledge navigating systems of care and creating linkages between participants and applicable resources
- Current CCS certification or ability to obtain certification within 3 months of hire
- Ability to drive self and others via vehicle
- Daily access to a reliable vehicle, with valid drivers' license and insurance
- Demonstrated written and verbal communication skills
- Proficient computer skills, specifically in current versions of Microsoft Suite; 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 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 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.

**Work Conditions/ Hours:**

Heated and air-conditioned open office/office environment. The noise level is usually low to moderate. Moderate travel by vehicle required. The employee may be requested to drive self and others via vehicle.

Regular schedule is 40 hours per week or until work is completed, with some scheduling flexibility. May be required to work on weekends, depending on program participants' needs and schedules.

**Application Instructions:**

Send completed resume to [hr@risewisconsin.org](mailto: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](mailto:hr@risewisconsin.org) or call (608) 250-6334.

- Criminal background check is required for employment.

**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.*