



Comprehensive Community Services & Children's Long-Term Support Program Supervisor Position Description

RISE is an emerging leader in coordinated care, crisis respite, 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) and Children's Long-Term Support (CLTS) 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 Children and youth under the age of 21 with ongoing mental health, intellectual, developmental and other disabilities needs, and substance use disorder. The CCS/CLTS Supervisor/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.

As with all positions at our agency, it is the duty of the individual to fully support the mission, vision, values, and diversity statement of the agency. The individual must work in a coordinated manner with other employees and community partners to provide culturally relevant, equitable, and inclusive care while demonstrating professional and personal confidence in the service delivery model taken by the agency.

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. Facilitate and participate in recruiting, hiring, and orienting new staff in the CCS/CLTS programs.
9. Determine techniques for planning and apportioning work among staff.
10. Appraise staff professional goals, productivity, grievances, and discipline.
11. Participate in CCS & CLTS 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
14. Attend monthly CLTS Director's Meeting
15. In collaboration with the Director of Operations and Accounting Manager work on reviewing the financial wellbeing of the program and work towards the continued expansion of the CCS/CLTS expansion

Direct Service

1. Provide back-up to staff in the Program as needed.
2. Provide consultation and guidance for all CCS/CLTS 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.
5. Complete CLTS assessments as required per State Statutes.

Administration

1. Complete training for CCS and CLTS program certifications upon hire.
2. Obtain and maintain Dane County CCS certification, Dane County CLTS certification.
3. Identify and manage training needs of the CCS/CLTS 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 tasks such as time sheets, payroll, staff expense reports, earned time approvals, scheduling, program purchasing requests, etc.
8. Monitor CLTS administrative timelines and quality measurements.
9. Follow all State required mandates/expectations and County contract requirements.
10. Monitor and complete all State required High Cost CCOP forms.
11. Report and approve all critical incident reports with the State's database.
12. Monitor staff certification of both CCS and CLTS programs.
1. In collaboration with the Director of Operations and Director of Mental Health Programs monitor CCS/CLTS contracts. Includes: waiver mandates, Medicaid, Contract adjustments etc.

2. Attend all program related trainings and meetings.

Program Development & Implementation

1. Prepare community presentations as needed to educate professionals and the community about the vision, mission, and services of the CCS/CLTS 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 Mental Health Leadership team in developing and maintaining policies and procedures for the CCS programs.
5. 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.
8. Attend monthly Dane County Department of Human Services CLTS service director meetings and other community systems meetings as needed.
9. CCS/CLTS Supervisor will develop policies and procedures required to meet the quality measures.
10. In collaboration with the Director of Operations implementing grievance policy and process that meets required quality measures.
11. Develop policy, organizational goals, and participating on outside committees
12. Analyze program trends and make recommendations for program improvement strategies as necessary.
13. Prepare reports required for contract, county officials or Executive Director, Clinical Director, Accounting Manager.

Agency

1. Engage in ongoing examination of and engagement with one's own biases and continued work toward cultural humility.
2. Work with everyone embracing different perspectives and life experiences beyond one's own experience and perspective.
3. Attend and actively participate in program and agency meetings.
4. Attend and engage in Extended Leadership meetings.
5. Follow RISE's confidentiality guidelines to ensure program participant privacy.
6. Follow RISE's policies and procedures as cited in the Employee Handbook.
7. Perform other duties as requested by the direct supervisor or agency director that enhance the overall agency operation.
8. Hold a valid driver's license, have access to reliable transportation, and have a driving record that enables purchase of automobile insurance, in accordance with agency guidelines.
9. All additional tasks as assigned.

Required Qualifications:

- Bachelor's degree in psychology, social work, sociology, or any other course of study approved by the CCS Provider Network
- Minimum 4 years of relevant experience serving individuals and families with significant mental health challenges
- Currently CCS certified or able to obtain certification within 3 months of hire
- Leadership experience in the community and/or in a formal supervisory role
- Experience and knowledge of 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
- Experience in working with individuals with Intellectual, development and other disabilities.
- Commitment to strengths-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

Preferred Qualifications:

- Master's degree in human service or related field,
- Bilingual in Spanish, French, Arabic, Hmong, or another language as deemed necessary by program (in addition to English) as determined by ALTA test and within RISE'S acceptable range
- Formal supervisory experience
- Holds applicable mental health licensure (LPC, LMFT, LCSW, etc.) SAC, SAC-IT or SUD is preferred.
- Five years of post-licensure experience enabling supervision of clinical hours for staff seeking licensure
- Experience providing Comprehensive Community Services with CCS-related credentialing and CLTS services.
- Experience providing supportive services to youth, adults, and families

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 HIPPA training which describes the policies and procedures for the agency.

Accountability:

The CCS/CLTS Program Supervisor is accountable to the Mental Health Director.

Employment Status: Regular, full-time.

FLSA Status: Exempt

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. The 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. May be required to work on weekends and evenings depending on program participants' needs and schedules.

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.

I acknowledge that I have read, understood, and received a copy of the position description. I accept this position with RISE.

Signatures:

Employee signature and date

Printed Name

I have provided this position description to the employee and answered any related questions.

Supervisor signature and date

Printed Name