

	Title: Emergency Services Manager	
Position Classification	Pay Family: Management	FLSA Status: Exempt
Description	Pay Grade: 1	Benefit Eligibility: All
Employee Name (print):		
Employee Signature: (I have received a copy of this job description and my supervisor has reviewed it with me)		Date:
Manager Signature: NA		Date:
Senior Director of Clinical Services Signature:		Date:
Executive Director Signature:		Date:
Date Position Description Last Reviewed: 8/11/23		
Date Position Classification Last Reviewed: 2/22/2023		

The following is a composite representation of the responsibilities for the respective job title. It is not intended to cover all possible job requirements or job factors of the titled position. Lines of supervision and reporting are as shown on the organizational chart.

DEFINITION

Under supervision of the Senior Director of Clinical Services, this position is responsible for oversight and supervision of the Emergency Services and Same Day Access Programs, providing short-term crisis intervention counseling, clinical assessments, hospital prescreening, outpatient treatment and hospital liaison functions. This position provides supervision to the Emergency Services Clinicians and monitors after-hours on-call services delivered under contract by another CSB. This position also coordinates utilization of private hospitals and state inpatient facilities by consumers served by Goochland Powhatan Community Services. The Emergency Services Manager as an exempt employee is expected to be available by phone after-hours and may occasionally work after-hours, but this is not regularly scheduled.

JOB EXPECTATIONS AND ESSENTIAL FUNCTIONS

- Maintain, coordinate and provide administrative support and supervisory responsibilities for the Emergency Services Program and its staff, ensuring compliance with Performance Contract guidelines and reporting.
- Plan and coordinate the scheduling and activities of the unit, including monitoring services delivered under contract after-hours.
- Oversee certification of clinicians providing prescreening services and provide ongoing training and supervision.
- Serve as point-of-contact (POC) in the Emergency Services Program’s relationships with the contract provider and other vendors and update clinical staff and management as needed.
- Serve as the POC in responding to requests for emergency evaluations of persons referred to GPCS from other community agencies.
- Provide crisis intervention services, clinical evaluation, and follow-up services.
- Disseminate critical Emergency Services information to GPCS staff including consumer alerts, special conditions, changes in emergency procedures, hospital bed availability, updated telephone numbers, and other pertinent and essential information.
- Arrange attendance at commitment hearings for Goochland and Powhatan residents when required and coordinate activities with other community services boards related to the commitment process.

- Supervise and support staff functioning as hospital liaisons with state facilities, including the development of DAP plans.
- Monitor availability and track utilization of local community inpatient beds, including maintaining the Hospital Log or other tracking/reporting systems, including the monthly ES Activity and Exceptions Report and the Exceptions and Clinical Events Report for the Executive Director's signature as needed.
- Monitor use of mental health funds expended for community inpatient treatment, including confirming billings for inpatient services funded by GPCS in local community beds.
- Participate in the triage, assessment, and crisis intervention for consumers presenting for services through Same Day Access.
- Monitor the flow of cases and services to those consumers receiving crisis intervention services or counseling on a short-term basis.
- Develop and provide in-service training programs regarding emergency services procedures, theory, expectations and requirements to agency staff and other community programs as appropriate.
- Serve as liaison with local hospitals and other community services boards, including meeting regularly with regional emergency services directors and ES Council.
- Provide clinical supervision for licensed eligible clinicians as needed.
- Provide supervision for assigned staff including performance evaluations.
- Develop monthly report for Community Services Board of Directors.
- Assist the Senior Director of Clinical Services and Executive Director in the employment of program staff.
- Provide orientation to new Emergency Services staff and train them in their emergency services responsibilities and utilization of the Electronic Health Record.
- Assist in the development, implementation, and ongoing monitoring of the program to ensure quality assurance compliance with all applicable program, agency, and regulatory standards and make appropriate recommendations to the Senior Director of Clinical Services.
- Review all serious incident reports completed by Emergency Services staff.
- Adhere to Human Rights policies and other applicable regulations regarding any abuse, neglect, or consumer complaints.
- Develop and maintain a system of documentation within the program for all consumers receiving services and review and approve documentation entered by staff into the GPCS Electronic Health Record, to include a monthly audit of ES charts.
- Assist Senior Director of Clinical Services to develop policies and procedures for the operation of the program that meet standards and follow regulatory requirements.
- Provide continuing needs assessment to determine the emergency service requirements of the GPCS catchment area and make recommendations to the Senior Director of Clinical Services for programs and services to meet these needs.
- Assist Senior Director of Clinical Services with planning, budgeting and program development.
- Develop and present initial and ongoing training and staff development activities, to include monthly prescreening supervision.
- Attend in-service training sessions, conferences, workshops, seminars related to the provision of emergency services for professional and program development.
- Maintain productive working relationships with governmental and non-governmental organizations responsible for and/or involved with the delivery of emergency services

within GPCS's catchment area, to include GPCS representation on emergency response teams in Goochland and Powhatan.

- Establish and maintain effective working relationships with consumers, organizations and agencies responsible for providing services to target population.
- Maintain reasonable availability to intervene when needed in consumer emergencies occurring during operating hours.
- Work with other agencies and individuals to coordinate services and avoid duplication.
- Participate in state, regional, and local councils, associations, and work groups.
- Provide consultation and education to community-based organizations and individuals as needed.
- Perform other assigned duties as necessary within established policy and procedures.

REQUIREMENTS

EDUCATION

Master's Degree in Social Work,

PhD or PsyD in clinical or counseling psychology,

A clinical degree in counseling from a program accredited by the Council for Accreditation of Counseling and Related Educational Programs [CACREP], or

Master of Science in Rehabilitation from a CACREP accredited program

EXPERIENCE

Two years of experience working in emergency services or with persons with serious mental illness and prior supervisory experience preferred

LICENSE(S)

Licensed Mental Health Professional (LCSW, LPC, LMFT, or LCP) per Virginia DBHDS requirements

Certified Preadmission Screening Clinician Certification

Position will be required to possess a valid Virginia driver's license

PRE-EMPLOYMENT

Must submit to pre-hire criminal background check

KNOWLEDGE AND ABILITIES

- Knowledge of psychiatric crises and effective intervention.
- Knowledge of the Civil Commitment Process in Virginia, including laws, regulatory requirements, and procedures regarding Emergency Custody Orders, Temporary Detention Orders, Commitment Hearings, and Mandatory Outpatient Treatment orders.
- Knowledge of legislative changes affecting providing pre-admission screening and crisis services 24-hours per day, 7 days per week for mental health, intellectual disability, and substance use disorders.
- Knowledge of criteria for acute psychiatric care admission.
- Knowledge of Region IV Emergency Services protocols to include Acute Care Project funding procedures.
- Knowledge of admission to a state facility (Central State Hospital, Commonwealth Center for Children and Adolescents, and Piedmont Psychiatric Center) forensic services, recommitments, and discharge protocols.

- Knowledge of Virginia laws and regulatory requirements regarding Advance Directive Facilitation processes.
- Knowledge of mental health and substance use disorder assessment and diagnosis.
- Knowledge of emergency services program development and administration.
- Knowledge of clinical treatment and development of service programs.
- Knowledge of clinical supervision.
- Knowledge of community services and resources.
- Knowledge of individual, group, and family counseling techniques.
- Knowledge of documentation of services standards.
- Knowledge of Goochland Powhatan Community Services policies and procedures.
- Ability to assess, develop and manage individualized treatment planning.
- Ability to evaluate and monitor emergency services and programming.
- Ability to make clinical evaluation and determine appropriate treatment.
- Ability to monitor and maintain a treatment readiness system.
- Ability to develop, coordinate and provide consultation and educational programs.
- Ability to develop and operate within a budget.
- Ability to provide program leadership, staff supervision and conduct training and development of staff.
- Ability to safely operate a vehicle.
- Ability to exercise sound judgment, and demonstrate resourcefulness in problem solving and conflict resolution.
- Ability to work independently, take initiative, and make emergency judgments.
- Ability to handle emergency situations without direct supervision.
- Ability to effectively work and communicate with all types/levels of persons.
- Ability to effectively communicate orally and in writing.
- Ability to complete required training including Crisis Intervention/Emergency Behavior Support.
- Ability to work under pressure, meet deadlines, and set priorities.
- Ability to handle stress, irregular hours, mental and physical fatigue
- Ability to access internet and use appropriate applications including Microsoft Word and Excel.
- Ability to maintain confidentiality of consumers' information.

Persons with mental or physical disabilities are eligible if they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made, because it would cause the employer undue hardship, such persons may not be eligible.

ENVIRONMENTAL CONDITIONS

Work environment will typically be working in a clinic office setting, but may include community settings, such as hospitals, sheriff's departments, and state facilities. Work environment will involve traveling within the community and will include exposure to road hazards usually experienced in driving in rural, county surroundings, interstate highway driving, including exposure to weather and temperature extremes that may affect driving conditions. May involve exposure to verbally and physically aggressive behavior and exposure to infectious diseases from others. Sitting: 80%,

Standing/Walking 10%, Driving 10% Average Weight Required to lift or carry at any one time: 50 pounds for brief periods of time.