

Title: Substance Use and Mental Health Recovery Manager		
Position Classification:	Pay Family: Management Pay Grade: 1-2	FLSA Status: Exempt 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:
Supervisor Signature: NA		Date:
Director of Clinical Services Signature:		Date:
Executive Director Signature:		Date:
Date Position Description Last Reviewed: 8/23/2023		
Date Position Classification Last Reviewed: 8/23/23		

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

The Substance Use and Mental Health Recovery Program provides service coordination, skills building, recovery groups, community outreach, and advocacy for children and adults diagnosed with mental health and substance use disorders. Under the supervision of the Senior Clinical Director, this position is responsible for managing, coordinating, and supervising programmatic and administrative activities of the Substance Use and Mental Health Recovery Program. This position provides supervision to the Mental Health Care Coordinators, Substance Use Disorder Care Coordinators Nurses, Skills Developers, SUD-focused Outpatient Clinicians, Peer Recovery Specialists, and Peer Recovery Coordinators. This position is responsible for ensuring that staff and the activities of the program are in compliance with all regulations. This position also develops departmental policies and procedures, assists with staff recruitment and hiring, and conducts program and staff performance evaluations.

JOB EXPECTATIONS AND ESSENTIAL FUNCTIONS

- Supervises substance use and mental health recovery activities to include case management, peer recovery, skills building, outpatient services, and nursing services.
- Ensure the health, safety, and welfare of consumers during the provision of services.
- Sets program priorities; monitors and evaluates service delivery in accordance with established guidelines and principles; develops and enforces program policies and procedures.
- Assists in the recruitment and selection of program staff.
- Assigns, directs, trains, and monitors the work of staff. Coaches, counsels, and evaluates staff performance including monitoring of staff schedules and approving staff leave as requested.
- Conducts individual and unit meetings to discuss consumer/program/staff concerns, successes, and/or changes. Consults with teams in the planning and development of treatment and discharge plans; coordinates admissions and discharges of consumers.
- Monitors and audits consumer records for compliance with regulatory, reimbursement and agency standards, reviews documentation for accuracy.
- Consults and coordinates treatment with other service providers and consumer support system.
- Community outreach presentations to local community partners and other service providers.
- Reviews, tracks, and analyzes reports for submission to the Senior Director of Clinical Services.
- Operates within program budget.
- Prepares and distributes correspondence to staff to improve communication and shares important announcements, deadlines, changes, etc.
- Serves on committees as directed; attends and participates in a variety of meetings.
- Attends professional conferences and training as required.
- Perform other assigned duties as necessary within established policy and procedures.

REQUIREMENTS

EDUCATION

Master's degree in human services field of study.

EXPERIENCE

Considerable experience (3-4 years) providing community-based mental health services, or equivalent combination of education and experience which indicates the required knowledge, skills, and abilities necessary for credentialing as a Licensed Mental Health Provider.

One to two years prior supervisory experience is strongly preferred.

LICENSE(S)

- Position will be required to possess a valid Virginia driver's license.
- Position will be required to be a Licensed Mental Health Professional (LCSW, LCP, LPC) or eligible to become Licensed per Virginia DBHDS requirements.
- CSAC strongly preferred.

PRE-EMPLOYMENT

Must submit to a pre-hire criminal background check.

KNOWLEDGE AND ABILITIES

- Knowledge of mental health and substance use disorder assessment, diagnosis, and treatment.
- Knowledge of case management services and needs of adults and children with mental health diagnosis.
- Knowledge of case management principles.
- Knowledge of community resources and human services network
- Knowledge of the use of medications in the care and treatment of people with mental illness and persons with substance use disorders
- Knowledge of Medicaid regulations and related billing requirements.
- Knowledge of managed care organizations (MCOs).
- Knowledge of emergency services and crisis intervention techniques.
- Knowledge of documentation of services standards.
- Knowledge of Goochland Powhatan Community Services policies and procedures.
- Knowledge of all applicable federal and state regulations.
- Ability to provide program leadership and organizational management of the program.
- Ability to provide staff supervision, and conduct training and development of staff.
- Ability to assess, develop and manage individualized treatment planning.
- Ability to develop and operate within a budget.
- Ability to establish and maintain good working relationships with all agency employees and other community partners.
- 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 work and communicate effectively with all types/levels of individuals, including those of diverse age, gender, and racial/ethnic identification.
- Ability to effectively communicate orally and in writing,
- Ability to work under pressure, meet deadlines and set priorities.
- Ability to access the internet and use appropriate applications including Microsoft Word and Excel.
- Ability to maintain the confidentiality of consumer's information and comply with all organizational, state, and federal regulations and policies on confidentiality.

ENVIRONMENTAL CONDITIONS

Work environment will typically be working in an office setting. Work environment will involve travel within the community and will include exposure to road hazards usually experience 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 aggressive verbal and physical behavior and exposure to infectious diseases from others. Sitting: 80%; Standing/Walking 15%; Driving: 5% Average Weight Required to lift or carry at any one time: 50 pounds for brief periods of time.

- *Persons with mental or physical disabilities are eligible, as long as 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.*