

# Lutheran Family Services

## Position Description

**Position Title:** Program Supervisor – Community Support

**Pay grade:** J

**Effective Date:** February 5, 2010

**Reports to:** Regional Director

**Appointed By:** Regional Director

**Region:** Eastern

**Location:** Omaha Behavioral Health Office

**FLSA Status:**  Non-Exempt  Exempt

### **LFS Mission Statement:**

Lutheran Family Services expresses God's love for all people by providing quality human care services that build and strengthen individual, family and community life.

### **LFS Values:**

Respect all people, families and communities. The pursuit of excellence is achieved through the education of staff and the celebration of diversity, collaboration and change. Integrity, accountability and teamwork are values that guide our communication and work in a manner that upholds the Agency's reputation and Christian value base.

### **Job Purpose:**

Provide staff supervision, program development and oversight for the Community Support program in addition to providing therapeutic and educational mental health services.

### **Essential Job Duties:**

#### Service Delivery

- Interpret the program purpose, market, coordinate, implement, supervise, and evaluate the Community Support Program.
- Establish and lead therapeutic groups for specific problem areas.
- Design and deliver educational and therapeutic workshops, classes or programs to meet the identified needs of the groups.
- Assist in the promotion of Agency services, workshops and classes.
- Assume responsibility for building and maintaining a referral base and caseload.
- Collaborate with other community professionals working with clients.
- Provide consultation for churches, schools, organizations and communities in areas of behavioral health and family life.
- Provide counseling to individuals, couples and families in order to effect change for growth and healing.
- Follow Agency policies and procedures.
- Provide on-call services on a rotational basis as required by program.
- Integrate cultural considerations into service delivery.

#### Record Keeping

- Maintain timely, legible records of services provided per established program, and Agency standards.
- Timely completion of any provider enrollment forms and reports needed for third party or other outside entities.
- Participate in Quality Assurance activities as assigned.

#### Community and Church Relations

- Participate in appropriate community committees and projects to strengthen the program and Agency.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge, skills, and abilities required of individuals so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties and responsibilities.

- Maintain positive relationships with appropriate public and private human services organizations, probation, courts and other referring persons or entities..
- Maintain positive working relationships with pastors and congregations appropriate to services delivered and service area.

Clinical Supervision

- Provide clinical supervision for community support specialists and behavioral health practicum students as requested.

Program Coordination

- Responsible for the interpretation, coordination and implementation of services or programs in a specialized program area.

Professional Growth and Development

- Participate in regular supervision sessions for the purpose of reviewing cases, discussing treatment strategy and monitoring client progress.
- Continue personal and professional growth and development through reading, research, workshops, seminars and other strategies, which will broaden knowledge on therapeutic approaches and techniques and support the maintenance of the mental health practitioner's license.
- Attend and participate in local, regional and statewide staff meetings for the purpose of supervision, team building and program planning.

Professionalism and Confidentiality

- Keep all client names and information and other agency business confidential.
- Guard client confidentiality in waiting areas, during phone contact, and in handling of records.
- Insure that all office and record security procedures are followed.

Interpersonal Relationships

- Maintain a positive, respectful demeanor on all contacts with staff and the public.
- Seek needed guidance in handling difficult client situations and establishing priorities for the job.
- Work to build positive, productive relationships with other staff.
- Other duties as assigned.

**Job Requirements**

- Master's degree in Human Service field from accredited college.
- Fully licensed LMHP
- Demonstrated ability to provide quality clinical supervision and/or program coordination depending upon the duties assigned to the specific position.
- Excellent written and verbal communication skills.
- Personal convictions that is compatible with the philosophy and goals of the Agency.
- Demonstrated understanding of and ability to work with person of diverse cultural backgrounds.
- Valid Nebraska driver's license, proof of liability insurance and ability to drive for Agency business.
- Commitment to the mission of Lutheran Family Services.

Hiring Manager Signature \_\_\_\_\_

Date \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Director Human Resources \_\_\_\_\_

Date \_\_\_\_\_

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